

ANNUAL REVIEW PROTOCOL FOR
CONSOLIDATED SPECIALTY MENTAL HEALTH SERVICES
AND OTHER FUNDED SERVICES

FISCAL YEAR 2002-2003

INSTRUCTIONS TO REVIEWERS

**ANNUAL REVIEW PROTOCOL FOR
CONSOLIDATED SPECIALTY MENTAL HEALTH SERVICES AND OTHER FUNDED SERVICES
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**INSTRUCTIONS TO REVIEWERS
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INSTRUCTIONS TO REVIEWERS
LIST OF ABBREVIATIONS

<u>24/7</u>	24 HOURS A DAY/SEVEN DAYS A WEEK	<u>NFP</u>	NOT FOLLOWING PLAN
<u>ASO</u>	ADMINISTRATIVE SERVICE ORGANIZATION	<u>NOA</u>	NOTICE OF ACTION
<u>CCP</u>	CULTURAL COMPETENCE PLAN	<u>P&P</u>	POLICIES AND PROCEDURES
<u>CCR</u>	CALIFORNIA CODE OF REGULATIONS	<u>PCP</u>	PRIMARY CARE PHYSICIAN
<u>CFR</u>	CODE OF FEDERAL REGULATIONS	<u>PHF</u>	PSYCHIATRIC HEALTH FACILITY
<u>CMS</u>	CENTERS FOR MEDICARE AND MEDICAID SERVICES	<u>POA</u>	POINT OF AUTHORIZATION
<u>DMH</u>	DEPARTMENT OF MENTAL HEALTH (STATE)	<u>QI</u>	QUALITY IMPROVEMENT
<u>DSM-IV</u>	DIAGNOSTIC AND STATISTICAL MANUAL OF MENTAL DISORDERS	<u>QIC</u>	QUALITY IMPROVEMENT COMMITTEE
<u>EPSDT</u>	EARLY AND PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT	<u>SD/MC</u>	SHORT-DOYLE/MEDI-CAL
<u>FY</u>	FISCAL YEAR	<u>SMHS</u>	SPECIALTY MENTAL HEALTH SERVICES
<u>IA</u>	INTERAGENCY AGREEMENT	<u>TAR</u>	TREATMENT AUTHORIZATION REQUEST
<u>IP</u>	IMPLEMENTATION PLAN	<u>TAT</u>	TECHNICAL ASSISTANCE AND TRAINING
<u>LEP</u>	LIMITED ENGLISH PROFICIENT	<u>TDD</u>	TELECOMMUNICATION DEVICE FOR THE DEAF
<u>MCE</u>	MEDICAL CARE EVALUATION	<u>TBS</u>	THERAPEUTIC BEHAVIORAL SERVICES
<u>MCMCP</u>	MEDI-CAL MANAGED CARE PLAN	<u>UM</u>	UTILIZATION MANAGEMENT
<u>MHP</u>	MENTAL HEALTH PLAN	<u>UR</u>	UTILIZATION REVIEW
<u>MHS</u>	MENTAL HEALTH SERVICES	<u>URC</u>	UTILIZATION REVIEW COMMITTEE
<u>MOE</u>	MAINTENANCE OF EFFORT	<u>W&IC</u>	WELFARE AND INSTITUTIONS CODE
<u>MOU</u>	MEMORANDUM OF UNDERSTANDING		

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1. 1a.	Is the MHP making ongoing outreach efforts as follows: Evidence of community information and education plans or P&P that enable the MHP's beneficiaries' access to specialty mental health services?			<ul style="list-style-type: none"> • Is the MHP in compliance with its IP? • Ask the MHP to describe its outreach efforts • Review evidence of outreach efforts, i.e., flyers, meeting agendas, newspaper articles • Review education plans and policies that are in place
1b.	Evidence of outreach for informing under-served populations about cultural/linguistic services available, e.g., number of community presentations and/or forums?			<ul style="list-style-type: none"> • Review evidence of outreach to under-served populations
1c.	Outreach to the homeless mentally disabled?			<ul style="list-style-type: none"> • Review evidence of outreach to the homeless
1d.	Outreach to the hard-to-reach individuals with mental disabilities? <i>CCR, Title 9, Chapter 11, Section 1810.310(a)(2)(B); W&IC Sections 5600.2(d) and 5614(b)(5); DMH Information Notice No. 02-03, Page 16.</i>			<ul style="list-style-type: none"> • Review evidence of outreach to the hard-to-reach <p><u>OUT OF COMPLIANCE:</u> NFP; no evidence of any outreach efforts, including outreach to under-served populations, homeless, and the hard-to-reach</p>

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2. 2a.	Regarding the statewide, toll-free number: Does the MHP have a statewide, toll-free telephone number available 24/7?			<p><u>NOTE</u>: Testing the line can occur anytime before or during the review</p> <p><u>NOTE</u>: Test after-hours in both English and other language(s)</p> <ul style="list-style-type: none"> • Is the toll-free number available 24/7?
2b.	<p>Does this number make available the following information:</p> <p>1) How to access specialty mental health services, including services needed to treat a beneficiary's urgent condition?</p> <p>2) How to use the beneficiary problem resolution and fair hearing processes?</p>			<ul style="list-style-type: none"> • Can staff answering the toll-free number provide (or arrange to provide) information on the problem resolution and fair hearing processes?
2c.	<p>Does this number have linguistic capabilities, including Telecommunication Device for the Deaf (TDD) or California Relay Services, in all the languages spoken by beneficiaries of the MHP?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1810.405(d) and 1810.410 (d)(1) and DMH Information Notice No. 02-03, Page 12.</i></p>			<ul style="list-style-type: none"> • Is the toll-free line answered 24/7 in a manner that ensures linguistic capabilities in all languages, including TDD or California Relay Services, spoken by beneficiaries of the MHP? <p><u>OUT OF COMPLIANCE</u>: NFP; no 24/7 coverage; lack of linguistic capacity, including TDD or California Relay Services, in all languages spoken by beneficiaries of the MHP as evidenced by results of DMH test-calls; unable to provide or arrange for problem resolution information</p>

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3. 3a.	Does the MHP have procedures for ensuring access to services for beneficiaries out of the county for the following categories: Children in foster care and other residential placements out of county?			<ul style="list-style-type: none"> Review procedures Have MHP describe how services are accessed for a-b Is the MHP utilizing the services of the ASO or another process?
3b.	Adults in residential placements out of county? <i>CCR, Title 9, Chapter 11, Sections 1830.210, 1830.215 and 1830.220; DMH Information Notice No: 97-06, D, 4.</i>			<ul style="list-style-type: none"> Does the MHP have any adults in residential placements? <p>OUT OF COMPLIANCE: NFP; MHP has no procedures for ensuring access to services for beneficiaries out of county</p>
4.	Is MHP information being provided to beneficiaries with visual or hearing impairments? <i>CCR, Title 9, Chapter 11, Section 1810.110(a); DMH Information Notice No. 97-06, D, 5; W&IC Sections 5600.2(e) and 5614(b)(5).</i>			<ul style="list-style-type: none"> Ask about P&P Ask MHP how it is providing services to these beneficiaries <p>OUT OF COMPLIANCE: NFP; evidence that the MHP is not providing information to beneficiaries with visual or hearing impairments</p>
5. 5a.	Regarding request-for-service logs: Does the MHP maintain a written log of all initial requests (by telephone, in writing, or in person) for specialty mental health services (SMHS) from beneficiaries of the MHP?			<p>NOTE: MHP must only log: 1) initial requests, 2) requests for SMHS, 3) requests from beneficiaries, 4) and requests from beneficiaries of the MHP</p> <ul style="list-style-type: none"> Have the MHP describe the logging system and review a sample Test-call, as needed

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5b.	<p>Does each log entry contain the name of the beneficiary, the date of the request, and the initial disposition of the request?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.405(f).</i></p>			<ul style="list-style-type: none"> Review the logs or some sample of the log(s) for required information <p>OUT OF COMPLIANCE: NFP; requests-for-service logs not being maintained, wherever required; MHP not recording required information; DMH test-calls not recorded</p>
6.	<p>Regarding written information in English and the threshold languages to assist beneficiaries in accessing specialty mental health services:</p>			<ul style="list-style-type: none"> <u>NOTE:</u> Regarding mental health education materials, if none in English, none are required in threshold languages.
6a.	<p>At a minimum, does the MHP have the following:</p> <p>1) The beneficiary brochure?</p>			<ul style="list-style-type: none"> Confidentiality and release of information form Is the beneficiary brochure and problem resolution information available in English and in threshold languages? Is this information available in English and the threshold languages at all provider sites where beneficiaries have access to it?
	<p>2) Beneficiary problem resolution grievance and fair hearing materials?</p>			
	<p>3) Mental health education materials?</p>			
6b.	<p>Is there evidence of field-testing the written information for accessing services to determine the appropriate literacy level?</p>			<ul style="list-style-type: none"> Look for a summary of findings (field test)

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6c.	Does the MHP provide beneficiaries with the beneficiary brochure upon request and when first accessing services?			<ul style="list-style-type: none"> Review how the MHP makes the beneficiary brochure available upon request and upon accessing specialty mental health services, e.g., as part of the intake packet
6d.	Does the MHP have a process to provide this information, or at least information on the problem resolution /fair hearing rights, periodically as addressed in its IP?			
6e.	Does the beneficiary brochure include the following information:			<u>NOTE:</u> The brochure should contain a description of available services, not just a listing of available services
	1) A description of available services?			
	2) A description of the process for obtaining services, including the MHP’s statewide toll-free telephone number?			
	3) A description of the MHP’s beneficiary problem resolution process, including the complaint resolution and grievance processes?			
	4) A description of the beneficiary’s right to request a fair hearing at any time before, during, or within 90 days after the completion of the MHP’s beneficiary problem resolution process, and a description of the right to request a fair hearing whether or not the beneficiary uses the problem resolution process and whether or not the beneficiary has received a notice of action?			

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6e. (con't)	5) A description of the process for obtaining a list of the MHP's providers that includes alternatives and options for cultural/linguistic services?			<ul style="list-style-type: none"> • What is the process for obtaining a list? • Review beneficiary brochures--to be included in the next printing (at the latest, 6/30/03)
6f.	<p>Does the MHP have policies and procedures regarding the distribution of translated materials?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1810.410(a), and (d)(3), 1810.360(c)(1),(2),(3) and 1850.205(c)(1)(A); MHP Contract with the DMH, Section V; DMH Information Notice Nos. 02-03, Pages 14-15 and 97-06, Attachment 4, item # 4.</i></p>			<ul style="list-style-type: none"> • Review P&P • How does MHP monitor compliance of P&P? <p><u>OUT OF COMPLIANCE:</u> NFP; beneficiary brochure does not contain the required information; evidence that the MHP does not provide the beneficiary with the beneficiary brochure upon request and upon first accessing services; information not given periodically; MHP does not have a process for obtaining a list; no P&P on distribution of translated materials</p>
7. 7a.	<p>Regarding the list of providers:</p> <p>Does the MHP provide, upon request, a list of the MHP's providers that includes alternatives and options for cultural/linguistic services?</p>			<p><u>NOTE:</u> At a minimum, the categories should include: 1) Psychiatric inpatient hospital services, 2) targeted case management, 3) and/or all other specialty mental health services</p> <ul style="list-style-type: none"> • Are services listed per requirements? • Are there cultural/linguistic providers? • Ask if MHP is monitoring need for additional cultural/linguistic services
7b.	<p>Is there evidence that the MHP is making efforts to include additional culture-specific community providers and services in the range of programs offered?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Pages 15-16; MHP Contract with the DMH, Section V.</i></p>			<p><u>NOTE:</u> Within the range above, are there any efforts to include additional culture-specific providers?</p> <p><u>OUT OF COMPLIANCE:</u> NFP; MHP does not have a list of its providers, including cultural/linguistic specific providers; the list is not available to beneficiaries</p>

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8.	<p>Does the MHP have policies and procedures to assure that culturally and linguistically competent services are available to its beneficiaries?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Page 17.</i></p>			<ul style="list-style-type: none"> Review P&P, contracts, and practices <p><u>OUT OF COMPLIANCE:</u> NFP; no P&P, and practices in place that address beneficiary requests for culture-specific network providers</p>
9.	<p>Does the MHP have a policy in place that prohibits the expectation that families will provide interpreter services?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Page 14; Title VI, Civil Rights Act of 1964, (42 U.S.C., Section 2000d, 45 C.F.R., part 80).</i></p>			<ul style="list-style-type: none"> Review the MHP policy <p><u>OUT OF COMPLIANCE:</u> NFP; no such policy in place</p>
10.	<p>Is there evidence that limited English proficient (LEP) individuals are informed, in a language they understand, that they have a right to free language assistance services?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Page 13; Title VI, Civil Rights Act of 1964, (42 U.S.C., Section 2000d, 45 C.F.R., part 80).</i></p>			<ul style="list-style-type: none"> For example, look for posters and other announcements in English and other languages Look at P&P, if available A consumer may choose to use a family member or a friend as an interpreter <p><u>OUT OF COMPLIANCE:</u> NFP; no evidence that LEP individuals are informed as required</p>
11.	<p>Whenever feasible and at the request of the beneficiary, does the MHP provide for the following:</p>			<p><u>NOTE:</u> Also see item 6c under Section I, “Quality Improvement Program” for annual review of this process</p> <ul style="list-style-type: none"> Is the MHP in compliance with its IP?

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11a.	An initial choice of the person who will provide the specialty mental health services, including the right to use culturally specific providers?			<ul style="list-style-type: none"> • Ask about availability of culture-specific providers • Ask MHP to describe the processes for allowing an initial choice of the person who will provide the service
11b.	An opportunity to change persons providing the specialty mental health services, including the right to use culturally specific providers? <i>CCR, Title 9, Chapter 11, Sections 1830.225(a) and (b); DMH Information Notice No. 02-03, Pages 15&17.</i>			<ul style="list-style-type: none"> • Ask MHP to describe the processes for changing the person who will provide the service <p><u>OUT OF COMPLIANCE:</u> NFP; evidence the MHP does not allow beneficiary input into the initial choice and change of provider; MHP is routinely denying access to another provider or culture-specific provider</p>
12.	Regarding mandated key points of contact:			<p><u>NOTE:</u> A “Key Point of Contact” is defined as: Common points of entry into the mental health system, including 24-hour toll free line, beneficiary problem resolution system, inpatient hospital or other central access or contact locations where there is face-to-face encounters with consumers as designated by the MHP</p> <p><u>NOTE:</u> A “Mandated Key Point of Contact” is defined as: A Key Point of Contact that is located in a region or area that meets <i>threshold</i> language population concentrations</p> <p><u>NOTE:</u> Must include some clinic sites as mandated key points of contact</p>
12a.	Are interpreter services available in the identified threshold languages?			<ul style="list-style-type: none"> • Confirm mandated key points of contact for each language • See evidence of interpreters and linguistically proficient staff for all hours, including regular operating hours, for each service, for each site, and for each threshold language

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12b.	Is there documented evidence to show beneficiary access to linguistically proficient staff or interpreters?			<ul style="list-style-type: none"> Review evidence of interpreters and linguistically proficient staff
12c.	Is there documented evidence to show language capacity in the threshold languages is available during regular operating hours?			
12d.	Is there documented evidence to show which services are available in a beneficiary's primary language by way of interpretive services?			
12e.	<p>Is there documented evidence to show the response to offers of interpretive service?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.410 (d)(2); DMH Information Notice No. 02-03, Page 13.</i></p>			<ul style="list-style-type: none"> If applicable, review evidence in charts, or elsewhere, of offers of interpretive services, availability of such services, and/or how beneficiaries are linked to appropriate service <p><u>OUT OF COMPLIANCE:</u> NFP; interpreter services are not available</p>
13.	Regarding all key points of contact:			
13a.	Are there policies and procedures in place to link beneficiaries who do not meet the threshold language criteria to appropriate services?			<ul style="list-style-type: none"> Review P&P about linking as well as evidence that beneficiaries who do not meet the threshold language criteria are linked to appropriate services
13b.	<p>Is there evidence, including documented progressive steps, to show that beneficiaries who do not meet the threshold language criteria are linked to appropriate services?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.410 (d)(2); DMH Information Notice No. 02-03, Pages 13-14.</i></p>			<p><u>OUT OF COMPLIANCE:</u> NFP; beneficiaries who do not meet the threshold language are not being linked to appropriate services</p>

SECTION B AUTHORIZATION

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RE: HOSPITAL SERVICES UTILIZING A POINT OF AUTHORIZATION

1.	<p>Are the Treatment Authorization Requests (TARs) being approved or denied by licensed, waived, or registered mental health professionals of the beneficiary's MHP?</p> <p><i>CCR, Title 9, Chapter 11, Section 1820.220(d).</i></p>		<ul style="list-style-type: none"> Review random sample of DMH selected TARs to determine if qualified mental health professionals are approving or denying TARs <p><u>OUT OF COMPLIANCE:</u> NFP; MHP utilizes staff that are not licensed/waivered/registered professionals</p>
2.	<p>Are all adverse decisions based upon a lack of medical necessity being reviewed and supported by a physician or, when applicable, a psychologist?</p> <p><i>CCR, Title 9, Chapter 11, Section 1820.220(f).</i></p>		<p><u>NOTE:</u> Only adverse decisions based upon medical necessity require physician review and support <u>NOTE:</u> Review and support must be by way of a physician's signature, although it need not be on the TAR</p> <ul style="list-style-type: none"> Review random sample of DMH selected TARs Describe how denials of medical necessity are being reviewed and supported, i.e., signature on TAR <p><u>OUT OF COMPLIANCE:</u> NFP; physician or, when applicable, a psychologist, is not reviewing and supporting denials; no physician signature</p>
3.	<p>Does the MHP approve or deny TARs within 14 calendar days of the receipt of the TAR?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1820.220(h), 1850.305(d)(2)(D), and (e)(5)(C).</i></p>		<p><u>NOTE:</u> Receipt date may be stamped on TAR or recorded elsewhere</p> <ul style="list-style-type: none"> Review DMH selected TARs Check receipt date with approval or denial date Review some TARs submitted following an appeal (1st & 2nd level) ruled in favor of the provider <p><u>OUT OF COMPLIANCE:</u> NFP; MHP not acting on TARs within 14 days of receipt</p>

SECTION B AUTHORIZATION

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4.	<p>When an appeal concerns the denial or modification of an MHP payment authorization request, is the MHP using personnel not involved in the initial denial to determine the appeal decision?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.305(d)(2)(A).</i></p>		<ul style="list-style-type: none"> • Review initial and appeal decisions and compare staff involved • Does the MHP have a separate unit to handle appeals? <p>OUT OF COMPLIANCE: NFP; MHP utilizing same staff for both the initial and appeal decision</p>

RE: NON-HOSPITAL SPECIALTY MENTAL HEALTH SERVICES

5.	If preauthorization is required:		<ul style="list-style-type: none"> • Is the MHP in compliance with its IP? • Ask about 24/7 process for authorization within one hour • If available, review P&P
5a.	Are authorization decisions for urgent services being made by qualified staff?		
5b.	<p>Are the decisions made within one-hour of the request?</p> <p><i>CCR, Title 9, Chapter 11, Sections Section 1810.405(c) and 1830.215(a)(2); MHP Contract with DMH, Exhibit A, Attachment 1, Appendix B.</i></p>		<p>NOTE: Services for an urgent condition do not need to be provided within one hour—only authorized, as actual treatment service can be provided later</p> <ul style="list-style-type: none"> • Review MHP records to determine if decisions are being made within one hour <p>OUT OF COMPLIANCE: MHP is not using licensed or waived/registered staff for authorizing urgent services; MHP is not able to authorize within one-hour</p>

SECTION B AUTHORIZATION

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6.	Does the MHP ensure that specialty mental health services are available to treat urgent conditions 24 hours a day, seven days a week? <i>CCR, Title 9, Chapter 11, Section 1810.405(c).</i>		<ul style="list-style-type: none"> • Is the MHP in compliance with its IP? • Test process, as indicated • Have the MHP describe 24/7 availability of services for urgent conditions • If available, review P&P <p><u>OUT OF COMPLIANCE:</u> NFP; or urgent services not available 24/7</p>
7.	Does the MHP have procedures for ensuring access for beneficiaries who require urgent or emergency mental health services while out of county? <i>CCR, Title 9, Chapter 11, Sections 1830.210, 1830.215 and 1830.220; DMH Information Notice No: 97-06,D, 4.</i>		<ul style="list-style-type: none"> • Have there been any requests for services of an urgent nature? • Review procedures <p><u>OUT OF COMPLIANCE:</u> NFP; MHP has no procedures for ensuring access to services for beneficiaries out of county</p>

RE: UTILIZATION MANAGEMENT

8.	Is there evidence that the MHP is reviewing utilization management (UM) activities annually, including a review of the consistency in the authorization process? <i>CCR, Title 9, Chapter 11, Section 1810.440(b); MHP Contract with DMH, Exhibit A, Attachment 1, Appendix B.</i>		<ul style="list-style-type: none"> • Review both hospital and non-hospital • What are the MHP's activities in this area? • How is inter-rater reliability monitored? • How is the MHP reviewing this annually? <p><u>OUT OF COMPLIANCE:</u> NFP; no evidence of monitoring activities</p>
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SECTION B AUTHORIZATION

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9.	If the MHP delegates any UM activities, does the written contract include the following items:			<ul style="list-style-type: none"> • Does MHP delegate any UM activities outside the MHP? • Review contract or agreement in place for all items
9a.	The responsibilities of the MHP and the delegated entity?			<ul style="list-style-type: none"> • Describe how MHP is providing oversight • Review evidence of such oversight
9b.	The frequency of reporting to the MHP?			
9c.	The process by which the MHP evaluates the delegated entity's performance?			
9d.	The remedies available to the MHP if the entity does not fulfill its obligations?			
9e.	Documentation that the MHP evaluated the entity's capacity to perform the delegated activities prior to the delegation?			
9f.	Documentation that the MHP approves the entity's UM program annually?			
9g.	Documentation that the MHP evaluates annually whether the delegated activities are being conducted in accordance with the State and MHP standards?			
9h.	Documentation that the MHP has prioritized and addressed with the delegated entity those opportunities identified for improvement? <i>CCR, Title 9, Chapter 11, Section 1810.440; MHP Contract with the DMH, Exhibit A, Attachment 1, Appendix B.</i>			<p><u>OUT OF COMPLIANCE:</u> NFP; contract does not contain 9a-h; no evidence of monitoring the contract</p>

SECTION B AUTHORIZATION

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10.	Regarding the Notice of Action (NOA)-A:		<ul style="list-style-type: none"> Review NOA-As given since last DMH review <p><u>NOTE:</u> Current version of NOA-A is dated July 3, 1998</p> <ul style="list-style-type: none"> Is the MHP using the most current NOA-A form? If utilizing a form different from the DMH approved form, does it contain all the required elements?
10a.	When required, is the MHP providing a written NOA-A to a beneficiary when the MHP or its providers determine that the beneficiary does not meet the medical necessity criteria and is not entitled to any specialty mental health services?		
10b.	When requested by a beneficiary, does the MHP provide for a second opinion by a licensed mental health professional?		<ul style="list-style-type: none"> Review second opinion requests since last DMH and action taken by the MHP to provide for the second opinion <p><u>OUT OF COMPLIANCE:</u> NFP; there is evidence the MHP is not issuing NOA-As per regulations; evidence the MHP is refusing to offer a second opinion; no record that requests for a second opinion were arranged</p>
11.	When required, is the MHP providing a written NOA-B to the beneficiary when the MHP denies, modifies, or defers a payment authorization request from a provider for specialty mental health services?		<p><u>NOTE:</u> Current version of NOA-B is dated July 3, 1998</p> <p><u>NOTE:</u> “When Required” applies when <i>both</i> of the following are present:</p> <ol style="list-style-type: none"> The MHP requires services be preauthorized before delivery; Any time the MHP or its providers denies, modifies, or defers (over 30 days) a payment authorization request <ul style="list-style-type: none"> Is the MHP using the most current NOA-B form? If utilizing a form different from the DMH approved form, does it contain all the required elements? <p><u>OUT OF COMPLIANCE:</u> NFP; there is evidence the MHP is not issuing NOA-Bs per regulations</p>

SECTION C BENEFICIARY PROTECTION

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3.	<p>Are there notices posted explaining complaint resolution and grievance process procedures in locations at all MHP provider sites sufficient to ensure that the information is readily available to both beneficiaries and provider staff?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(c)(1)(B).</i></p>			<p><u>NOTE</u>: Visit some organizational provider site(s) to verify</p> <ul style="list-style-type: none"> • Review evidence that MHP has informed its providers about this requirement • Review contract language and ask the MHP if posted at all sites –hospital/non-hospital; network/SD-MC; in-county/out of county <p><u>OUT OF COMPLIANCE</u>: NFP; posted notices not in all provider sites visited</p>
4.	<p>Are grievance forms and self-addressed envelopes available for beneficiaries to pick up at all MHP provider sites without having to make a verbal or written request?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(c)(1)(C).</i></p>			<p><u>NOTE</u>: Visit some organizational provider site(s) to verify</p> <ul style="list-style-type: none"> • Review evidence that MHP has informed its providers about this requirement • Review contract language and ask if grievance forms and self-addressed envelopes are available at all sites – hospital/non-hospital; network/SD-MC; in-county/out of county <p><u>OUT OF COMPLIANCE</u>: NFP; grievance forms and self-addressed envelopes are not available in all provider sites visited without the need to made a verbal or written request</p>
5.	<p>Does the MHP have policies in place to protect beneficiary confidentiality?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(c)(6); Welfare & Institutions Code Section 5328.</i></p>			<ul style="list-style-type: none"> • Review MHP policies as it pertains to protecting the confidentiality of beneficiary complaints and grievances <p><u>OUT OF COMPLIANCE</u>: NFP; no policies in place</p>

SECTION C **BENEFICIARY PROTECTION**

CRITERIA

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6.	Does the MHP have the following processes in place:			<ul style="list-style-type: none"> Review P&P
6a.	The beneficiary may authorize another person to act on his/her behalf and that this representative may use the complaint resolution process or the grievance process on the beneficiary's request?			<ul style="list-style-type: none"> How does beneficiary learn of 6a-f?
6b.	The beneficiary is not subject to any penalty for filing a complaint or grievance?			<ul style="list-style-type: none"> How is this accomplished?
6c.	The beneficiary is not required to present a concern or complaint in writing?			
6d.	The beneficiary has the right to use the grievance process or request a fair hearing at any time before, during, or after the complaint resolution process has begun?			
6e.	Personnel have been identified to assist the beneficiary with these processes at the beneficiary's request?			
6f.	<p>Personnel have been designated to provide information regarding the status of a beneficiary's grievance?</p> <p><u>CCR, Title 9, Chapter 11, Sections 1850.205(c)(2),(3),(4),(5), (d)(2)&(3), and (e)(6)(C).</u></p>			<p><u>OUT OF COMPLIANCE:</u> NFP; MHP does not have processes in place for 6a-f</p>

SECTION C **BENEFICIARY PROTECTION**

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7.	<p>Are grievances recorded in the grievance log within one working day of the date of receipt of the grievance?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(e)(6)(A).</i></p>			<p><u>OUT OF COMPLIANCE</u>: NFP; grievances not being recorded within one day of receipt</p>
8.	<p>Does the grievance log contain, at least, the following entries:</p> <p>1) The name/identifier of the beneficiary?</p>			<ul style="list-style-type: none"> Verify information is present for each grievance
	<p>2) The date of receipt of the grievance?</p>			
	<p>3) The nature of the problem?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1850.205(e)(6)(A)1.,2.,3.</i></p>			<p><u>OUT OF COMPLIANCE</u>: NFP; log(s) does not contain this information on all grievances</p>
9.	<p>Does the MHP have a process that provides a decision on grievances at each level within thirty calendar days of receipt by that level of review within the MHP?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(e)(3).</i></p>			<ul style="list-style-type: none"> Review grievance decisions for timeliness at each level <p><u>OUT OF COMPLIANCE</u>: NFP; MHP does not provide for a decision in a timely manner</p>

SECTION C **BENEFICIARY PROTECTION**

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10.	<p>Is the final disposition of each grievance, including the date the decision is sent to the beneficiary or the reason(s) that there has not been a final disposition of the grievance, being documented?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(e)(6)(B).</i></p>			<p><u>NOTE</u>: This information need not be recorded in the log</p> <ul style="list-style-type: none"> Review documentation material <p><u>OUT OF COMPLIANCE</u>: NFP; MHP not documenting final disposition or the date disposition is sent to beneficiary or why no disposition</p>
11.	<p>Is documentation present that verifies the beneficiaries have been notified in writing of their right to appeal the grievance decision to a second level of review within the MHP or to request a fair hearing?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(e)(6)(D).</i></p>			<p><u>NOTE</u>: This information need not be recorded in the log</p> <p><u>NOTE</u>: Required only if beneficiary disagrees with the decision</p> <ul style="list-style-type: none"> Describe how beneficiaries are notified <p><u>OUT OF COMPLIANCE</u>: NFP; no documentation that MHP is notifying beneficiaries of this right</p>
12.	<p>When a provider was included in the grievance, is documentation in place to show that providers have been notified of the grievance resolution?</p> <p><i>CCR, Title 9, Chapter 11, Section 1850.205(e)(6)(E).</i></p>			<p><u>NOTE</u>: This information need not be recorded in the log</p> <ul style="list-style-type: none"> Describe how providers are notified. <p><u>OUT OF COMPLIANCE</u>: NFP; no documentation that MHP is notifying providers of the grievance resolution</p>

SECTION D FUNDING AND REPORTING REQUIREMENTS

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MAINTENANCE OF EFFORT (MOE)

<p>1. 1a. 1b.</p>	<p>Regarding the MOE requirements, is the county in compliance with either 1a or 1b:</p> <p>Is the county depositing its local matching funds per the schedule developed by the DMH?</p> <p>If the county elects not to apply MOE funds, is the county in compliance with Section 17608.5(c) that prohibits the county from using the loss of these funds for realignment purposes?</p> <p><i>W&IC Sections 5614(b)(1), 17608.05(a)&(b)&(c), and 17609.05; DMH Policy Letter No. 97-05.</i></p>		<ul style="list-style-type: none"> • Interview fiscal officer • See MOE dollar amount schedule—last published: FY’96-97 • Obtain from county the quarterly county submission reports to the State Controller’s Office for the past year <p><u>OUT OF COMPLIANCE:</u> County is not depositing its local matching funds per schedule; county is not in compliance with Section 17608.05(c)</p>
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FUNDING OF CHILDREN’S SERVICES

<p>2. 2a. 2b.</p>	<p>Is the county in compliance with either 2a or 2b:</p> <p>The requirement to maintain its funding for children’s services at a level equal to or more than the proportion expended for children’s services in FY’83-84?</p> <p>The requirement to document the determination in a noticed public hearing that the need for new or expanded services to persons under 18 has significantly decreased?</p> <p><i>W&IC Sections 5704.5(b) and 5614(b)(3).</i></p>		<ul style="list-style-type: none"> • Interview fiscal officer • Obtain verification from county <p><u>NOTE:</u> Public hearing is the Board of Supervisors meeting</p> <ul style="list-style-type: none"> • If proportion has decreased, review documentation from public hearing <p><u>OUT OF COMPLIANCE:</u> County does not maintain funding for children’s services per requirement; the county does not have documentation from noticed public hearing</p>
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SECTION D FUNDING AND REPORTING REQUIREMENTS

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<p>3. 3a. 3b.</p>	<p>Is the county in compliance with either 3a or 3b: The requirement to allocate for services to persons under 18 years of age 50% of any new funding received for new or expanded mental health programs until the amount expended for mental health services to persons under age 18 equals 25% of the county's gross budget for mental health or equals the percentage of persons under 18 in the total county population, whichever is less? The requirement to document the determination in a noticed public hearing that the need for new or expanded services to persons under 18 does not exist or is less than the needs of specified groups of adults? <i>W&IC Sections 5704.6(a)&(c) and 5614(b)(3).</i></p>			<ul style="list-style-type: none"> • Interview fiscal officer • Obtain verification from county <p><u>NOTE:</u> Public hearing is the Board of Supervisors meeting</p> <ul style="list-style-type: none"> • If proportion has decreased, review documentation from public hearing <p><u>OUT OF COMPLIANCE:</u> County does not allocate funding for children's services per requirement; the county does not have documentation from noticed public hearing</p>
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REPORTING REQUIREMENTS

<p>4.</p>	<p>Did the MHP submit the annual Cultural Competence (CCP) Plan update to the DMH? <i>CCR, Title 9, Chapter 11, Section 1810.410(a),(b),(c): DMH Information Notice No. 02-03, pages 1-2.</i></p>			<p><u>NOTE:</u> Due June 30th of each year</p> <ul style="list-style-type: none"> • Check with Technical Assistance and Training (TAT) unit <p><u>OUT OF COMPLIANCE:</u> MHP has not submitted its CCP update by the due date</p>
<p>5.</p>	<p>Regarding Children's System of Care, has the county submitted a work plan and budget within specified time frames? <i>W&IC Sections 5855.5(b) and 5614(b)(4); County Performance Contract, Article I, Section 7.</i></p>			<p><u>NOTE:</u> Due December 31st to Children's System of Care unit</p> <ul style="list-style-type: none"> • Check with Children's System of Care unit <p><u>OUT OF COMPLIANCE:</u> Work plan and budget not submitted by December 31st</p>

SECTION D FUNDING AND REPORTING REQUIREMENTS

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6.	<p>Has the MHP submitted a report that summarizes beneficiary grievances filed in the previous fiscal year? <i>CCR, Title 9, Chapter 11, Section 1810.375 (a) and W&IC Section 5614(b)(4).</i></p>			<p><u>NOTE</u>: Due October 1st to Technical Assistance and Training (TAT) unit <ul style="list-style-type: none"> • Check with TAT unit <p><u>OUT OF COMPLIANCE</u>: Beneficiary grievance report not submitted by October 1st</p> </p>
7.	<p>Has the MHP submitted a list of all hospitals with which the MHP has current contracts? <i>CCR, Title 9, Chapter 11, Sections 1810.375 (b) and 5614(b)(4).</i></p>			<p><u>NOTE</u>: Due October 1st to Managed Care Implementation Unit <ul style="list-style-type: none"> • Check with Managed Care Implementation for compliance <p><u>OUT OF COMPLIANCE</u>: List of hospitals not submitted by October 1st</p> </p>
8.	<p>Has the MHP submitted Fee for Services/Medi-Cal contract hospital rates annually as required? <i>CCR, Title 9, Chapter 11, Sections 1810.375(c) and W&IC Section 5614(b)(4).</i></p>			<p><u>NOTE</u>: Due June 1st to Managed Care Implementation Unit <ul style="list-style-type: none"> • Check with Managed Care Implementation for compliance <p><u>OUT OF COMPLIANCE</u>: Hospital rates not submitted by June 1st</p> </p>
9.	<p>Has the MHP reported the unexpended balance remaining from the previous year's allocation? <i>CCR, Title 9, Chapter 11, Section 1810.375(d).</i></p>			<p><u>NOTE</u>: Due December 31st of the following year to the County Financial Program Support unit <ul style="list-style-type: none"> • Check with County Financial Program Support unit for compliance <p><u>NOTE</u>: Refers to Managed Care funds covered under sections 1810.330 and 1810.335 <u>OUT OF COMPLIANCE</u>: County not submitting the amount of unexpended funds by December 31st of the following year</p> </p>
10.	<p>Regarding Research and Performance Outcomes:</p>			<p><u>NOTE</u>: Due every six months to Research & Performance Outcome Dev. unit</p>
10a.	<p>Is the county reporting adult performance outcome system data as required?</p>			<p><u>NOTE</u>: Must be completed on all beneficiaries receiving services over 60 days</p>
10b.	<p>Is the county reporting children performance outcome system data as required? <i>W&IC Sections 5614(b)(7) and 5610(a); County Performance Contract, Article I, Section 8.</i></p>			<ul style="list-style-type: none"> • Check with Research & Performance Outcome Dev. unit <p><u>OUT OF COMPLIANCE</u>: County not reporting data as required</p>

SECTION E TARGET POPULATIONS AND ARRAY OF SERVICES

IN COMPLIANCE

INSTRUCTIONS TO REVIEWERS

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1.	<p>To the extent resources are available, is the county providing services to the target population in every geographic area?</p> <p><i>W&IC Sections 5600.35 and 5614(b)(5).</i></p>			<ul style="list-style-type: none"> • See IP, CCP, brochures, provider lists • Ask about services for children, adults, and older adults • Ask about services in all geographical areas <p><u>OUT OF COMPLIANCE:</u> To the extent resources are available, the county is not providing services to the target population in every geographic area</p>
2.	<p>To the extent resources are available, is the county organized to provide an array of treatment options?</p> <p><i>W&IC Sections 5600.4(a-k) and 5614(b)(5).</i></p>			<ul style="list-style-type: none"> • Ask about services for children, adults, and older adults • Ask about services in all geographical areas <p><u>NOTE:</u> Options may include:</p> <ul style="list-style-type: none"> • Pre-crisis and crisis services • Comprehensive evaluation and assessment • Individual Service Plan • Medication education and management • Case management • 24/7 treatment services • Rehabilitation and support services • Vocational rehabilitation • Residential services • Services for homeless persons • Group services? <p><u>OUT OF COMPLIANCE:</u> To the extent resources are available, the county is not organized to provide an array of treatment options</p>

SECTION F MENTAL HEALTH BOARDS/COMMISSIONS

**IN COMPLIANCE
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<p>1.</p> <p>1a.</p> <p>1b.</p>	<p>Does the county have a mental health board/commission that meets either 1a or 1b:</p> <p>For counties with a population of more than 80,000, does the county have a board/commission consisting of 10 to 15 members (<i>depending on the preference of the county</i>) appointed by the governing body?</p> <p>For counties with a population of less than 80,000, does the county have a board/commission consisting of a minimum of five members appointed by the governing body?</p> <p><i>W&IC Sections 5614(b)(2) and 5604(a)(1).</i></p>			<p><u>NOTE</u>: Ask the board/commission how it functions in this county <u>NOTE</u>: County may establish a board or a commission</p> <ul style="list-style-type: none"> Meet with MHP designee and, if available, the board/commission Chair Meet with no more than two board/commission members Review MHB Annual Report to Planning Council <p><u>OUT OF COMPLIANCE</u>: County does not have a board/commission; the board/commission membership does not meet the minimum membership requirement</p>
<p>2.</p>	<p>Is one member of the board/commission a member of the local governing body?</p> <p><i>W&IC Sections 5614(b)(2) and 5604(a)(1).</i></p>			<p><u>OUT OF COMPLIANCE</u>: One member is not a member of a local governing body</p>
<p>3.</p>	<p>Is the board/commission recommending appointees to the county supervisors?</p> <p><i>W&IC Sections 5614(b)(2) and 5604(a)(1).</i></p>			<p><u>OUT OF COMPLIANCE</u>: Evidence the MHB can not recommend appointees to the Board of Supervisors</p>
<p>4.</p>	<p>Does the board/commission membership reflect the ethnic diversity of the client population in the county?</p> <p><i>W&IC Sections 5614(b)(2) and 5604(a)(1).</i></p>	<p>For survey purposes only</p>		<p><u>NOTE</u>: Describe the ethnic diversity of the client population and the make-up of the board/commission</p>

SECTION F MENTAL HEALTH BOARDS/COMMISSIONS

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5. 5a.	In counties over 80,000 population, or in counties under 80,000 population that elect to have the board/commission exceed the five-member minimum permitted, is the county in compliance with the following: Consumers or the parents, spouses, siblings, or adult children of consumers who are receiving or have received mental health services constitute 50% of the board/commission membership?			
5b.	Consumers constitute at least 20% of the total membership?			
5c.	Families of consumers constitute at least 20% of the membership? <i>W&IC Sections 5614(b)(2) and 5604(a)(2)&(3)(A)&(B).</i>			<u>OUT OF COMPLIANCE:</u> Consumers or the parents, spouses, siblings, or adult children of consumers who are receiving or have received mental health services do not constitute 50% of the board/commission membership; consumers do not constitute at least 20% of the total membership; families of consumers do not constitute at least 20% of the membership
6. 6a.	In counties under 80,000 population that elect to have a five member board, is the county in compliance with the following: Is at least one member a consumer?			
6b.	Is at least one member a parent, spouse, sibling, or adult child of a consumer who is receiving, or has received, mental health services? <i>W&IC Sections 5614(b)(2) and 5604(a)(2)&(3)(A)&(B).</i>			<u>OUT OF COMPLIANCE:</u> The board/commission does not have at least one member who is a consumer; the board/commission does not have at least one member who is a parent, spouse, sibling, or adult child of a consumer who is receiving, or has received mental health services

SECTION F MENTAL HEALTH BOARDS/COMMISSIONS

IN COMPLIANCE

INSTRUCTIONS TO REVIEWERS

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7. 7a.	If two or more local agencies jointly establish a community mental health service {under Article 1 (commencing with Section 6500) of Chapter 5 of Division 7 of Title 1 of the Government Code}, does the board/commission consist of the following: An additional two members for each additional agency?			<u>NOTE:</u> This applies to joint power agreements and counties under such an agreement
7b.	At least one of the two additional members is a consumer or a parent, spouse, sibling, or adult child of a consumer who has received mental health services? <i>W&IC Sections 5614(b)(2) and 5604(c).</i>			<u>OUT OF COMPLIANCE:</u> The board/commission does not have two additional members for each additional agency; at least one of the two additional members is not a consumer or a parent, spouse, sibling, or adult child of a consumer who has received mental health services
8. 8a.	Is the board/commission in compliance with the requirement that no member of the board/commission (or his or her spouse) is any of the following: An employee of the county mental health program?			
8b.	An employee of a mental health contract agency, or paid member of the governing body of a mental health contract agency?			
8c.	An employee of the State Department of Mental Health?			<u>NOTE:</u> This does not apply to independent contractors with DMH

SECTION F MENTAL HEALTH BOARDS/COMMISSIONS

IN COMPLIANCE

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	<i>W&IC Sections 5614(b)(2) and 5604(d).</i>			<u>OUT OF COMPLIANCE:</u> A member of the board (or his or her spouse) is an employee of the county mental health program, an employee or paid member of a mental health contract agency, an employee of a mental health contract agency, or paid member of the governing body, or an employee of the State Department of Mental Health
9.	Does the county have a process for ensuring that the board/commission does the following:			
9a.	Review and evaluate the community's mental health needs, services, facilities, and special problems?			
9b.	Review any county agreements entered into pursuant to Sections 5650 and 5608(c)?			<u>NOTE:</u> Consultation from the board/commission does not imply approval is required
9c.	Review and approve the procedures used to ensure citizen and professional involvement at all stages of the planning process?			<ul style="list-style-type: none"> Describe involvement of the board/commission
9d.	Review and make recommendations on applicants for the appointment of a local mental health director?			<u>NOTE:</u> The board/commission must be included in the selection process prior to the vote of the governing body
9e.	Submit an annual report to the governing body on the needs and performance of the county's mental health system? <i>W&IC Sections 5614(b)(2), and 5604.2(a) and 5608(c).</i>			<u>OUT OF COMPLIANCE:</u> The county does not a process for ensuring the board/commission reviews 9a-e

SECTION G **INTERFACE WITH PHYSICAL HEALTH CARE**

IN COMPLIANCE
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INSTRUCTIONS TO REVIEWERS
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RE: RELATIONSHIP WITH MEDI-CAL MANAGED CARE PLANS

<p>1.</p> <p>1a.</p> <p>1b.</p>	<p>Regarding MOUs with Medi-Cal Managed Care Plans, the MHP must be in compliance with either 1a or 1b:</p> <p>Are MOUs in place with all Medi-Cal Managed Care Plans?</p> <p>If not, is there evidence that the MHP is making good faith efforts to enter into such agreements?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1810.370 (a), (b) & (c).</i></p>			<p><u>NOTE</u>: No MOU(s) in place is OK if MHP is making good faith effort <u>NOTE</u>: An MOU is required only when an MCMCP serves 2,000 or more beneficiaries</p> <ul style="list-style-type: none"> Does this county have Medi-Cal Managed Care Plans? If yes, how many and what are the names of the MCMCPs? <p><u>OUT OF COMPLIANCE</u>: MOU(s) not in place because MHP not making good faith effort</p>
<p>2.</p> <p>2a.</p>	<p>Regarding MOUs with Medi-Cal Managed Care Plans, does each MOU address the following items:</p> <p>MHP's process for providing referrals to the Medi-Cal Managed Care Plan?</p>			<ul style="list-style-type: none"> Is the MHP following its IP? Go through the MOUs and find reference to 2a-f If draft MOU, is this a working draft? When possible, verify process in practice for 2a-f
<p>2b.</p>	<p>MHP's process for receiving referrals from the Medi-Cal Managed Care Plan?</p>			
<p>2c.</p>	<p>MHP's process for providing clinical consultation and training, including consultation and training on medications, to the Medi-Cal Managed Care Plan?</p>			

SECTION G **INTERFACE WITH PHYSICAL HEALTH CARE**

IN COMPLIANCE
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2d.	MHP's procedures for the exchange of medical records information that maintain confidentiality in accordance with applicable state and federal laws and regulations?			
2e.	MHP's procedures for providing beneficiaries with the following services when these services are covered by the Medi-Cal managed care plan: 1) Prescription drugs and laboratory services?			
	2) Emergency room facility and related services, home health care, non-emergency medical transportation, and physical health care while in a psychiatric inpatient hospital, including the history and physical required upon admission?			
	3) Direct transfers between psychiatric inpatient hospital services and inpatient hospital services required to address a beneficiary's medical problems?			
2f.	MHP's process for resolving disputes between the MHP and the Medi-Cal managed care plan that includes a means for beneficiaries to receive medically necessary services while the dispute is being resolved? <i>CCR, Title 9, Chapter 11, Sections 1810.370(a)(1),(2), &(3), (4)(A)(B)&(C), and (5); CMS Waiver Requirement.</i>			<u>OUT OF COMPLIANCE:</u> NFP; MOU(s) do not contain items 2a-f and there is evidence that the MHP is not making a good faith effort to include the missing items

SECTION G INTERFACE WITH PHYSICAL HEALTH CARE

IN COMPLIANCE

INSTRUCTIONS TO REVIEWERS

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RE: RELATIONSHIP WITH PHYSICAL HEALTH CARE PROVIDERS WHO DO NOT BELONG TO A MEDI-CAL MANAGED CARE PLAN

<p>3.</p> <p>Regarding coordination with:</p> <p>A. Primary Care Providers (PCPs) when no Medi-Cal Managed Care Plans are present</p> <p>B. PCPs who do not belong to a Medi-Cal Managed Care Plan</p> <p>C. Federally Qualified Health Centers , Indian Health Centers, or Rural Health Centers</p> <p>are the following conditions being met:</p> <p>3a.</p>				<ul style="list-style-type: none"> • Is the MHP following its IP? • Have the MHP describe the processes in place for 3a-c • When possible, verify processes in practice for 3a-c
<p>3b.</p>	<p>A process is in place for the exchange of medical records information that maintains confidentiality in accordance with applicable state and federal laws and regulations?</p>			
<p>3c.</p>	<p>A process is in place for coordinating with pharmacies to assist beneficiaries to receive prescription drugs and laboratory services prescribed by the MHP?</p> <p><u>CCR, Title 9, Chapter 11, Sections 1810.415(a),(b)&(c).</u></p>			<p><u>OUT OF COMPLIANCE:</u> NFP; there are no processes in place for 3a, b, and c</p>

SECTION H

PROVIDER RELATIONS

IN COMPLIANCE
Y N

INSTRUCTIONS TO REVIEWERS
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RE: MHP'S ASSESSMENT OF PROVIDER SATISFACTION

1.	<p>Is the MHP in compliance with the requirement to gather information, at least every two years, from providers regarding their satisfaction with the utilization management program?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.315; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix B.</i></p>			<p><u>NOTE</u>: Applicable only if an authorization unit is used to authorize services</p> <ul style="list-style-type: none">• Has the MHP gathered or is in the process of gathering provider satisfaction information? <p><u>OUT OF COMPLIANCE</u>: MHP has made no attempt to gather this information</p>
2.	<p>Upon gathering the provider satisfaction information, does the MHP use the information to address identified items of dissatisfaction?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1810.315 and 1810.440; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix B.</i></p>			<p><u>NOTE</u>: Applicable only if an authorization unit is used to authorize services</p> <ul style="list-style-type: none">• Has the MHP used this information to address identified items of dissatisfaction? <p><u>OUT OF COMPLIANCE</u>: MHP has made no efforts to address identified items of dissatisfaction</p>

SECTION I QUALITY IMPROVEMENT PROGRAM

**IN COMPLIANCE
Y N**

**INSTRUCTIONS TO REVIEWERS
COMMENTS**

CRITERIA

1.	Does the MHP Quality Improvement (QI) program include the active participation of the following stakeholders in the ongoing planning, design, and execution of the QI Program: 1) Practitioners/providers?			<ul style="list-style-type: none"> • Review evidence that each category is represented • Review evidence that there is active participation from each category
	2) Beneficiaries?			
	3) Family members? <i>CCR, Title 9, Chapter 11, Sections 1810.440(a)(2)(A)(B)&(C); MHP Contract with DMH, Exhibit A, Attachment 1, Appendix A.</i>			<u>OUT OF COMPLIANCE:</u> NFP
2.	Regarding the QIC:			
2a.	Is the QIC meeting as frequent as described in the QI Plan?			<ul style="list-style-type: none"> • See IP for the specified frequency of the QIC meetings
2b.	Are the minutes: 1) Dated?			<ul style="list-style-type: none"> • Review minutes for date and signature • Do the minutes reflect QIC decisions and actions?
	2) Signed?			
	3) Reflective of QIC decisions and actions? <i>CCR, Title 9, Chapter 11, Section 1810.440; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix A.</i>			<u>OUT OF COMPLIANCE:</u> NFP; minutes are not signed, dated, and do not reflect QIC decisions and actions
3.	Is the QIC involved in or overseeing the following QI activities:			
3a.	Recommending policy changes?			<ul style="list-style-type: none"> • Review evidence of each activity described in 3a-d

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3b.	Reviewing and evaluating the results of QI activities?			
3c.	Instituting needed QI actions?			
3d.	Ensuring follow-up of QI processes? <i>CCR, Title 9, Chapter 11, Section 1810.440; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix A.</i>			OUT OF COMPLIANCE: NFP; no evidence that the QIC is involved in and overseeing activities described in 3a-d
4. 4a.	Regarding the annual work plan: Does the MHP evaluate the effectiveness of the QI program and show how QI activities have contributed to improvement in clinical care and beneficiary service?			<ul style="list-style-type: none"> • Review work plan
4b.	Does the MHP incorporate relevant cultural competent and linguistic standards in the approved QI program and the annual QI work plan? <i>CCR, Title 9, Chapter 11, Section 1810.440; DMH Information Notice No. 02-03, Page 20; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix A.</i>			OUT OF COMPLIANCE: NFP; work plan does not evaluate the effectiveness of the QI program and show how QI activities have contributed to improvement in clinical care and beneficiary service; work plan does not incorporate cultural/linguistic standards
5.	Does the work plan monitor previously identified issues, including tracking of issues over time? <i>CCR, Title 9, Chapter 11, Section 1810.440; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix A.</i>			<ul style="list-style-type: none"> • Review work plan • Have the MHP describe activities and monitoring of previously identified issues • Are issues being tracked over time? OUT OF COMPLIANCE: NFP; no work plan; not following work plan; no evidence of monitoring or tracking activities over time

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6.	<p>Does the work plan include goals and monitoring activities in the following areas:</p> <p>6a. Monitoring the service delivery capacity of the MHP as evidenced by:</p> <p>1) A description of the current number, types, and geographic distribution of mental health services within the MHP's delivery system?</p> <p>2) Goals are set for the number, type, and geographic distribution of mental health services?</p>			<p><u>NOTE</u>: Verify only that goals and planned activities are in the work plan</p> <ul style="list-style-type: none"> MHP should have baseline statistics with goals for the year
6b.	<p>Monitoring the accessibility of services as evidenced by:</p> <p>In addition to meeting statewide standards, goals have been set and mechanisms have been established to monitor the following:</p> <p>1) Timeliness of routine mental health appointments?</p> <p>2) Timeliness of services for urgent conditions?</p> <p>3) Access to after-hours care?</p> <p>4) Responsiveness of the 24/7 toll-free number?</p>			<ul style="list-style-type: none"> Review P&P Goals should be set for 1-4 Mechanisms for monitoring should be in place for 1-4 <p>Does the MHP test-call its toll-free number?</p>

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6c.	Monitoring beneficiary satisfaction as evidenced by:			
	1) Annual survey of beneficiary satisfaction?			
	2) Annual evaluation of beneficiary grievances and fair hearings?			
	3) Annual review of requests for changing persons providing services?			
	4) Providers are informed of the results of the beneficiary/family satisfaction surveys?			<ul style="list-style-type: none"> • How are providers informed?
	5) Completion of a consumer satisfaction survey in the threshold languages?			<p><u>NOTE:</u> Nos. 5-6 are conditions of DMH Information Notice No. 02-03, page 15. The MHP is strongly encouraged to make these a part of its work plan.</p>
	6) Satisfaction surveys, in each threshold language, indicated that, at least, 75% of the respondents had access to written information in their primary language?			<p><u>NOTE:</u> The requirement refers to conducting the survey. Monitoring for meeting the 75% threshold will occur later.</p>
6d.	Monitoring the MHP's service delivery system as evidenced by:			
	1) Relevant clinical issues, including the safety and effectiveness of medication practices, are identified?			
	2) The interventions implemented when occurrences of potential poor care are identified?			
	3) Providers, beneficiaries, and family members are evaluating data to identify barriers to improvement related to clinical practice and/or administrative aspects of the delivery system?			

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6e.	Monitoring coordination with physical health care and other agencies used by the beneficiaries as evidenced by a review the effectiveness of its MOUs with Medi-Cal Managed Care Plans?			
6f.	Monitoring provider appeals?			
6g.	Any other special studies as required in the contract? <i>CCR, Title 9, Chapter 11, Section 1810.440; DMH Information Notice No. 02-03, page 15; MHP Contract with DMH, Exhibit A, Attachment 1.</i>			<p><u>NOTE:</u> Review contract (MHP Contract with DMH) language to determine if MHP is required to perform special studies</p> <p><u>OUT OF COMPLIANCE:</u> NFP; not following contract; no work plan; not following work plan; no evidence of a monitoring plans for 6a-g;</p>
7.	Is the MHP conducting activities to meet the following work plan areas:			
7a.	The accessibility of services: 1) Timeliness of routine mental health appointments?			<ul style="list-style-type: none"> Review monitoring activities in 7a, 1-4
	2) Timeliness of services for urgent conditions?			
	3) Access to after-hours care?			
	4) Responsiveness of the 24/7 toll-free number?			

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7b.	Beneficiary satisfaction: 1) Annual survey of beneficiary satisfaction? 2) Annual evaluation of beneficiary grievances and fair hearings? 3) Annual review of requests for changing persons providing services?			<ul style="list-style-type: none"> Review monitoring activities in 7b, 1-3
7c.	Contractual agreements for special studies? <i>CCR, Title 9, Chapter 11, Section 1810.440; DMH Information Notice No. 02-03, page 15; MHP Contract with DMH, Exhibit A, Attachment 1.</i>			<p><u>NOTE:</u> Review contract (MHP Contract with DMH) language to determine if MHP is required to perform special studies</p> <p><u>OUT OF COMPLIANCE:</u> NFP; not following contract; no work plan; not following work plan; no evidence of monitoring activities in 7a-c</p>
8.	Is there evidence that the county utilizes the outcome measure results in its quality improvement (QI) program? <i>CCR, Title 9, Chapter 11, Section 1810.440(a)(4); W&IC Sections 5614(b)(7) and 5610(a); County Performance Contract, Section 8.</i>			<ul style="list-style-type: none"> Review P&P See QI work plan for evidence <p><u>OUT OF COMPLIANCE:</u> County is not utilizing the outcome measure results in its QI program</p>
9.	If the MHP delegates any QI activities, is there a written agreement spelling-out the delegated responsibilities along with documentation to verify the MHP's oversight of these activities in the following areas: 9a. The responsibilities of the MHP and the delegated entity?			<ul style="list-style-type: none"> Does the MHP delegate any QI activities outside the MHP? Review contract or agreement in place for all items Describe how MHP is providing oversight Review evidence of such oversight

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9b.	The delegated activities?			
9c.	The frequency of reporting to the MHP?			
9d.	The process by which the MHP will evaluate the delegated entity's performance?			
9e.	The remedies available to the MHP if the delegated entity does not fulfill its obligations?			
9f.	MHP's annual (or as defined in the delegation agreement) approval of the delegated entity's QI Program?			
9g.	MHP's annual determination of whether or not the delegated activities are being conducted in accordance with state and MHP standards?			
9h.	MHP has prioritized and addressed those opportunities identified for improvement? <i>CCR, Title 9, Chapter 11, Section 1810.440; MHP Contract with DMH, Exhibit A, Attachment 1, Appendix A.</i>			<u>OUT OF COMPLIANCE:</u> NFP; no written agreement in place if delegated outside the MHP; MHP not monitoring contract as required
10.	Is there an identified plan to evaluate the linguistic proficiency and training of staff and interpreters? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, page 18.</i>			<u>NOTE:</u> This requirement does not apply to family member who act as interpreters <ul style="list-style-type: none"> Have the MHP describe its plan <u>OUT OF COMPLIANCE:</u> NFP; no planning in process
11.	Has the MHP developed a process to certify or otherwise provide culturally competent services as evidenced by:			

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11a.	A process to evaluate the competencies of staff in providing culturally and linguistically competent services?			
11b.	A process to assess staff training needs and provide the necessary training in evaluation, diagnosis, treatment, and referral services for the multicultural groups on their service area?			
11c.	Implementation of training programs to improve the cultural competence skills of MHP staff and contract providers? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, page 18.</i>			<p><u>NOTE</u>: Process need not be completed</p> <ul style="list-style-type: none"> • Is the MHP following its CCP? • Describe the process <p><u>OUT OF COMPLIANCE</u>: NFP; evidence that the MHP is not working on a process for 11a-c</p>
12.	Has the MHP implemented training programs to certify or otherwise assure the demonstrated ability of bi-lingual staff or interpreter services in the following areas:			<ul style="list-style-type: none"> • Have the MHP describe the training program(s)
12a.	The ability to communicate ideas, concerns, and rationales, in addition to the translation of the words used by both the provider and the consumer?			
12b.	The familiarity with the beneficiary's culture, degree of proficiency in the beneficiary's spoken, and non-verbal communication?			
12c.	The familiarity with variant beliefs concerning mental illness in different cultures?			

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12d.	Knowledge of the mental health field? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Page 18..</i>			<p><u>OUT OF COMPLIANCE:</u> NFP; no training program in place</p>
13.	Has the MHP implemented a plan to facilitate the ease with which culturally and linguistically diverse populations can obtain services:			<ul style="list-style-type: none"> Review plans for these areas 13a-e <p><u>NOTE:</u> Are the plans being implemented? <u>NOTE:</u> Look for activities/evidence in the areas identified in the plan</p>
13a.	Location, transportation, hours of operation, or other relevant areas?			
13b.	Adapting physical facilities to be comfortable and inviting?			
13c.	Locating facilities in settings that are non-threatening, including co-location of services and/or partnerships with community groups?			
13d.	Is there a study or analysis of the above factors?			<ul style="list-style-type: none"> Review study or analysis for the above areas
13e.	Has the MHP adjusted its plan based on the findings of the study or analysis and implemented the modified plan? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Page 16.</i>			<p><u>OUT OF COMPLIANCE:</u> NFP; no study and analysis of these factors</p>

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14.	Regarding penetration and retention rates, does the MHP:			<u>NOTE:</u> How current is the information?
14a.	Track penetration and retention rates by ethnic groups?			<ul style="list-style-type: none"> Review the system used to track utilization rates Review tracking of rates covered in 14a-d
14b.	Compare these rates across ethnic groups?			
14c.	Compare these rates by ethnic groups to the total Medi-Cal beneficiary population?			
14d.	Analyze these rates for each ethnic group by factors including age, diagnosis, gender, and primary language of Medi-Cal mental health consumers to identify potential problem areas?			
14e.	Establish a “percent improvement” for penetration and retention rates of ethnic groups with low penetration and retention rates?			
14f.	Take specific actions to meet the “percent improvement” above? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, pages 19-20.</i>			OUT OF COMPLIANCE: NFP; no tracking system in place
15.	Regarding training on client culture:			<ul style="list-style-type: none">
15a.	Is there evidence of annual training on client culture that includes a client’s personal experience?			<ul style="list-style-type: none"> Review CCP
15b.	Does the training plan also include, for children and adolescents, the parent and/or caretaker’s personal experiences? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, page 19.</i>			<ul style="list-style-type: none"> Review DMH Information Notice 02-03 OUT OF COMPLIANCE: NFP; no annual training

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	<p>5) The expectation is that the proposed intervention will do, at least, one of the following (A, B, or C):</p> <p>A) Significantly diminish the impairment?</p> <p>B) Prevent significant deterioration in an important area of life functioning?</p> <p>C) Allow the child to progress developmentally as individually appropriate?</p> <p><i>CCR, Title 9, Chapter 11, Section 1830.205(b).</i></p>		<ul style="list-style-type: none"> • Can a connection be identified between the proposed intervention and the following: <ul style="list-style-type: none"> • Diminishing the impairment? • Preventing a significant deterioration? • Allowing a child to progress developmentally as individually appropriate? <p><u>NOTE:</u> For beneficiaries eligible for EPSDT services, see eligibility under no. 2 below, if necessary</p> <p><u>DISALLOWANCE:</u> Criteria 1a and 1b not supported by documentation</p> <p><u>OUT OF COMPLIANCE:</u> Criteria 1c not established</p>
<p>2.</p>	<p>Do beneficiaries under 21 years of age who do not meet the medical necessity criteria of no. 1b. and/or no. 1c. above meet the medical necessity criteria per EPSDT (<i>CCR, Title 22, Section 51340[e][3]</i>) eligibility when specialty mental health services are needed to correct or ameliorate a defect, mental illness, or condition?</p> <p><i>CCR, Title 9, Chapter 11, Section 1830.210(a).</i></p>		<p><u>NOTE:</u> N/A if not EPSDT eligible; or medical necessity established in no. 1 above</p> <ul style="list-style-type: none"> • Can a connection be made between the diagnosis in 1a and the service(s) provided? <p><u>DISALLOWANCE:</u> No connection can be made between the diagnosis and the service(s) provided</p> <p><u>OUT OF COMPLIANCE:</u> No evidence that services are needed to correct or ameliorate a defect, mental illness, or condition</p>

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RE: CLIENT PLAN

4.	Does the client's plan contain the following elements:			
4a.	Specific, observable, or quantifiable goals?			<ul style="list-style-type: none">• Review the client plan
4b.	The proposed type(s) of intervention?			<ul style="list-style-type: none">• Look for type(s) of interventions
4c.	The proposed duration of the intervention(s)?			<ul style="list-style-type: none">• Look for duration of intervention(s)
4d.	Writing that is legible?			
4e.	A signature (or electronic equivalent) of, at least, one of the following: 1) A person providing the services(s)? 2) A person representing the MHP providing services? 3) When the plan is used to establish that services are provided under the direction of an approved category of staff, and if the above staff are not of the approved categories, one of the following must sign: A. A physician? B. A licensed/waivered psychologist? C. A licensed/registered/waivered social worker? D. A licensed/registered/waivered marriage and family therapist? E. A registered nurse?			<ul style="list-style-type: none">• If necessary, ask for a list of staff, staff signatures, and staff licenses

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4f.	Documentation of the client's degree of participation and agreement with the client plan as evidenced by one of the following: 1) When the client is a long-term client, as defined by the MHP, and the client is receiving more than one type of service from the MHP, the client's signature, or an explanation of why the signature could not be obtained, is documented on the plan? 2) When the client is not a long-term beneficiary, examples of documentation include, but are not limited to, reference to the client's participation and agreement in the body of the plan, the client signature on the plan, or a description of the client's participation and agreement in the progress notes?			<ul style="list-style-type: none">• Does the chart contain documentation of the client's degree of participation and agreement with the plan?• Describe how the MHP defines "long-term client"• Is the client a long-term client?• Is the client receiving more than one type of service?• Is there a client signature or explanation of why the signature could not be obtained documented on the plan? <ul style="list-style-type: none">• Is there reference to the client's participation and agreement in the body of the plan?<ul style="list-style-type: none">• OR, is there a client signature on the plan?• OR, is there a description of the client's participation and agreement in the progress notes?
4g.	For TBS, specific target behaviors or symptoms that are jeopardizing the current placement or are presenting a barrier to transitions?			<p><u>NOTE:</u> Skip, if covered by TBS consultants</p> <ul style="list-style-type: none">• Are identified behaviors or symptoms jeopardizing the current placement described?• Are these behaviors or symptoms that present a barrier to transitions described?
4h.	For TBS, specific interventions to resolve the identified behaviors or symptoms? <i>CCR, Title 9, Chapter 11, Sections 1840.314 and 1819.440(c); MHP Contract with DMH, Exhibit A, Attachment 1, Appendix C; DMH Policy Letter No. 99-03.</i>			<p><u>NOTE:</u> Skip, if covered by TBS consultants</p> <ul style="list-style-type: none">• Does the chart specify interventions? <p><u>OUT OF COMPLIANCE:</u> NFP; no client plan has been completed; complete absence of 4a, b, and c; writing that is illegible; absence of signature for 4e or 4f; for TBS only, absence of 4g and 4h</p>

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RE: PROGRESS NOTES

5.	Do progress notes document the following:			<ul style="list-style-type: none"> Review progress notes
5a.	The date services were provided?			
5b.	Client encounters, including clinical decisions and interventions?			
5c.	A signature (or electronic equivalent) of the staff providing the service with professional degree, license, or job title?			
5d.	Writing that is legible?			
5e.	Timeliness/frequency as following:			
	1) Every service contact for:			
	A. Mental health services?			
	B. Medication support services?			
	C. Crisis intervention?			
	2) Daily for:			
	A. Crisis residential?			
	B. Crisis stabilization (one per 23/hour period)			
	3) Weekly for:			
	A. Day treatment intensive?			
	B. Day rehabilitation?			
	C. Adult residential?			

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	4) Other notes as following: A) Psychiatric health facility services: each shift? B) Targeted case management: every service contact, daily, or weekly summary? C) TBS: each time period services are provided?			
5f.	For TBS, significant interventions that address goals in the client plan? <i>CCR, Title 9, Chapter 11, Section 1810.440(c); MHP Contract with DMH, Exhibit A, Attachment 1, Appendix C; DMH Policy Letter No. 99-03.</i>			<u>NOTE:</u> Skip, if covered by TBS consultants <u>OUT OF COMPLIANCE:</u> NFP; progress notes within the review period do not contain these elements

RE: OTHER CHART DOCUMENTATION

6.	Is there a process to notify the beneficiary that a copy of the client plan is available upon request? <i>CCR, Title 9, Chapter 11, Section 1810.110(a); MHP Contract with DMH, Exhibit A, Attachment 1, Appendix C.</i>			<ul style="list-style-type: none">Describe the procedure for obtaining client plan. <u>OUT OF COMPLIANCE:</u> NFP
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7.	<p>When applicable, was information provided to beneficiaries with visual and hearing impairments?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.110(a); DMH Information Notice No. 97-06, D, 5; W&IC Sections 5600.2(e) and 5614(b)(5).</i></p>			<ul style="list-style-type: none"> Evidence that beneficiaries with visual and/or hearing impairment were provided with information? <p><u>OUT OF COMPLIANCE:</u> NFP; no evidence that beneficiaries with visual and/or hearing impairment were provided with information based on MHP's IP or policy</p>
8.	Regarding cultural/linguistic services:			<p><u>NOTE:</u> Coordinate findings with DMH system review process</p> <ul style="list-style-type: none"> Review CCP and charts
8a.	Is there any evidence that mental health interpreter services are offered?			<p><u>NOTE:</u> If beneficiary Limited English Proficiency (LEP), review for interpretive services offered</p> <ul style="list-style-type: none"> Is there evidence beneficiaries are made aware of services available in their primary language? When families provide interpreter services, is there documentation that other linguistic services were offered first, but the client preferred to provide a family interpreter?
8b.	When applicable, is there documentation of the response to offers of interpretive services as described in the MHP's CCP?			
8c.	When applicable, is there documentation of linking beneficiaries to culture-specific and/or linguistic services as described in the MHP's CCP?			
8d.	<p>Is personal correspondence in the client's primary language?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1810.410(a) and (d)(2); DMH Information Notice No. 02-03, Pages 13-15.</i></p>			<p><u>OUT OF COMPLIANCE:</u> NFP; no evidence of 8a-d</p>

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RE: MEDICAL NECESSITY

<p>1. 1a.</p>	<p>Does the beneficiary’s admission to a psychiatric inpatient hospital meet both of the following admission reimbursement criteria (1a. and 1b. below): The beneficiary has a DSM IV diagnosis contained in the CCR, Title 9, Chapter 11, Section 1820.205(a)(1)(A-R)?</p>			<p><u>NOTE:</u> Use “Admission Summary Worksheet” and “Disallowance Summary Worksheet”</p> <ul style="list-style-type: none"> Review medical record documentation Is the diagnosis listed in the regulations?
<p>1b.</p>	<p>The beneficiary requires psychiatric inpatient hospital services, as a result of a mental disorder, due to, at least, one of the following indications (the beneficiary must meet either 2 a-d. or 3 a-c)? <i>CCR, Title 9, Chapter 11, Section 1820.205(a)(1); MHP Contract with DMH.</i></p>			<p><u>NOTE:</u> Use “Admission Summary Worksheet” and “Disallowance Summary Worksheet”</p> <ul style="list-style-type: none"> Review medical record documentation <p><u>OUT OF COMPLIANCE:</u> Beneficiary does not have an admission diagnosis contained in Section 1820.205</p>
<p>2. 2a. 2b. 2c. 2d.</p>	<p>Does the beneficiary have symptoms or behaviors of one of the following (2a-d): Represent a current danger to self or others, or to significant property destruction? Prevent the beneficiary from providing for, or utilizing food, clothing, or shelter? Present a severe risk to the beneficiary’s physical health? Recent significant deterioration in ability to function? <i>CCR, Title 9, Chapter 11, Section 1820.205(a)(2)(B)1 a, b, c and d; MHP Contract with DMH.</i></p>			<ul style="list-style-type: none"> Review medical record documentation <p><u>OUT OF COMPLIANCE:</u> Documentation does not support medical necessity criteria</p>

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<p>3.</p> <p>3a.</p> <p>3b.</p> <p>3c.</p> <p><i>CCR, Title 9, Chapter 11, Section 1820.205(a)(2)(B) 2a-c; MHP Contract with DMH.</i></p>	<p>Does the beneficiary require treatment and/or observation for, at least, one of the following (3a., 3b., or 3c.):</p> <p>Further psychiatric evaluation?</p> <p>Medication treatment?</p> <p>Specialized treatment?</p>			<p>NOTE: Use “Admission Summary Worksheet” and “Disallowance Summary Worksheet”</p> <ul style="list-style-type: none"> Review medical record documentation <p>OUT OF COMPLIANCE: Documentation does not support medical necessity criteria</p>
	<p>4.</p> <p>4a.</p> <p>4b.</p> <p>4c.</p> <p>4d.</p> <p><i>CCR, Title 9, Chapter 11, Section 1820.205(b)(1), (2), (3), and (4); MHP Contract with DMH.</i></p>			<p>NOTE: Use “Continued Stay Summary Worksheet” and “Disallowance Summary Worksheet”</p> <ul style="list-style-type: none"> Review medical record documentation Daily note that describes severity of symptoms, behaviors, function and risk Review UR notes or other documentation for lack of availability to support <p>OUT OF COMPLIANCE: Documentation does not support medical necessity criteria</p>

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RE: QUALITY OF CARE

5. 5a.	Regarding culturally competent services: Is there any evidence that mental health interpreter services are offered?			<p>NOTE: If beneficiary is LEP, review for interpretive services offered</p> <ul style="list-style-type: none"> • Review medical record documentation • Review inpatient implementation plan (may be in specialty mental health services implementation plan) • MHP's implementation plan as authority • When families provide interpreter services, is there documentation that other linguistic services were offered first, but the client preferred to provide a family interpreter?
5b.	When applicable, is there documentation of the response to offers of interpreter services as described in the MHP's cultural competency plan? <i>CCR, Title 9, Chapter 11, Section 1810.410(a); DMH Information Notice No. 02-03, Page 13.</i>			<p>OUT OF COMPLIANCE: NFP; documentation does not indicate that mental health interpreter services are offered; the response not documented</p>
6.	Does the record documentation reflect staff efforts for screening, referral, and coordination with other necessary services, including, but not limited to, substance abuse, educational, health, housing, vocational rehabilitation services as well as with Regional Center? <i>CCR, Title 9, Chapter 11, Section 1810.310(a)(2)(A); W&IC Section 4696.1.</i>			<p>NOTE: Use "Admission Summary Worksheet" and "Continued Stay Summary Worksheet"</p> <ul style="list-style-type: none"> • Review medical record documentation • Review MHP inpatient implementation plan <p>OUT OF COMPLIANCE: NFP; documentation does not reflect staff efforts for screening, referral, and coordination with other necessary services</p>

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7.	Are services delivered by licensed staff within their own scope of practice? <i>W&IC Section 5778 (n).</i>			<p><u>OUT OF COMPLIANCE:</u> Evidence that staff are delivering services outside their scope of practice</p>
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RE: PLAN OF CARE

8.	Does the beneficiary have a written plan of care that includes the following elements: 8a. Diagnoses, complaints, and complications indicating the need for admission?			<p><u>NOTE:</u> Use "Admission Summary Worksheet"</p> <ul style="list-style-type: none"> • Review medical record documentation • Review MHP inpatient implementation plan
8b.	A description of the functional level of the beneficiary?			
8c.	Objectives?			
8d.	Any orders for: 1) Medications? 2) Treatments? 3) Restorative and rehabilitative services? 4) Activities? 5) Therapies? 6) Social services? 7) Diet? 8) Special procedures recommended for the health and safety of the beneficiary?			
8e.	Plans for continuing care?			

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8f.	Plans for discharge?			
8g.	Documentation of the beneficiary's degree of participation in and agreement with the plan?			<u>NOTE</u> : Parents, family members, and other advocates can be included in this process as selected by the adult client
8h.	Documentation of the physician's establishment of this plan? <i>CFR, Title 42, Subchapter C, Subpart D, Sections 456.180; CCR, Title 9, Chapter 11, Section 1820.210; DMH Contract with the MHP, Exhibit A, Attachment 1, Appendix C.; DMH Information Notice 02-03, page 17.</i>			<ul style="list-style-type: none"> Look for client's signature or statement describing client participation <p><u>OUT OF COMPLIANCE</u>: Required elements are not documented</p>
9.	When applicable:			
9a.	Is there evidence the MHP provided information to beneficiaries with visual and hearing impairments?			<ul style="list-style-type: none"> Evidence that beneficiaries with visual and/or hearing impairment were provided with information?
9b.	When applicable, is personal correspondence in the client's primary language? <i>CCR, Title 9, Chapter 11, Section 1810.110(a); DMH Information Notice Nos. 97-06, D, 5 and 02-03, pages 14-15; W&IC Sections 5600.2(e) and 5614(b)(5).</i>			<p><u>OUT OF COMPLIANCE</u>: No evidence that beneficiaries with visual and/or hearing impairment were provided with information based on MHP's IP or policy; correspondence not in client's primary language</p>

SECTION L UTILIZATION REVIEW--SD/MC HOSPITAL SERVICES

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1.	Does the Utilization Review (UR) Plan:			<ul style="list-style-type: none"> Review IP, MHP UR Plan, and URC minutes
1a.	Provide for a committee to perform UR?			<ul style="list-style-type: none"> Identify URC members Look at licenses of members
1b.	Describe the organization, composition, and functions of the committee?			
1c.	Specify the frequency of the committee meetings? <i>CFR, Title 42, Subchapter C, Subpart D, Sections 456.201–205; CCR, Title 9, Chapter 11, Section 1820.210</i>			<ul style="list-style-type: none"> Are URC meetings held at the frequency specified? <p>OUT OF COMPLIANCE: UR Plan does not provide a committee to perform UR; URC does not describe the organization, composition, and functions; URC meetings not held according to stated frequency; URC does not have two physicians</p>
2.	Is the UR Plan in compliance with each of the following:			<ul style="list-style-type: none"> Review IP, MHP UR Plan, URC minutes, URC records, and URC reports
2a.	Contains a description of the types of records that are kept by the UR committee?			<ul style="list-style-type: none"> Are all the types of records described by the UR Plan kept by the URC? Do the records contain all the required elements?
2b.	Contains a description of the types and frequency of the URC reports and the arrangements for distribution to individuals?			<ul style="list-style-type: none"> Are the URC reports of the types and frequency specified in the UR plan? Is there evidence of arrangements for distribution to individuals?
2c.	Provides for the beneficiary’s confidentiality in all records and reports?			<ul style="list-style-type: none"> Compare UR records with “Admission Summary Worksheet” and “Continued Stay Summary Worksheet”
2d.	Contains written medical care criteria to assess the need for continued stay? <i>CFR, Title 42, Subchapter C, Subpart D, Sections 456.212-213 and 456.232; CCR, Title 9, Chapter 11, Section 1820.210.</i>			<p>OUT OF COMPLIANCE: NFP; incomplete records; reports not distributed; lack of confidentiality protections; medical care criteria does not assess need for continued stay</p>

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3.	Does the UR Plan provide for written notice of any adverse final decision on the need for continued stay within required time lines? <i>CFR, Title 42, Subchapter C, Subpart D, Section 456.237; CCR, Title 9, Chapter 11, Section 1820.210.</i>			<ul style="list-style-type: none">• Review UR Plan and notices of adverse decisions (if any)• Confirm routing of notice to hospital administrator, attending or staff physician, Medicaid agency, recipient, and if possible, next of kin or sponsor <p>OUT OF COMPLIANCE: NFP; plan does not provide for written notice to required parties; notice is not sent to required parties</p>
4.	Does the URC include anyone who is directly responsible for the care of the beneficiary whose care is being viewed? <i>CFR, Title 42, Subchapter D, Section 456.206; CCR, Title 9, Chapter 11, Section 1820.210.</i>			<ul style="list-style-type: none">• Review UR records, URC minutes, and medical records• Identify care providers on URC and who is responsible for care of beneficiary <p>OUT OF COMPLIANCE: Care providers of beneficiary are present when URC reviews care; no backup replacement to URC to maintain required composition</p>
5.	Regarding the authorization process:			
5a.	If no POA is involved in the authorization process, has the URC or its designee approved or denied the initial MHP payment authorization no later than the third working day from the day of admission?			<p>NOTE: Use “Admission Summary Worksheet” and “Continued Stay Worksheet”</p> <ul style="list-style-type: none">• Review UR records, URC minutes, UR reports, medical records, and denials
5b.	If the MHP uses a POA process, has the POA approved or denied the payment authorization request within 14 calendar days of receipt of the request? <i>CCR, Title 9, Chapter 11, Sections 1820.220(h) and 1820.230(b).</i>			<p>5a. URC) OUT OF COMPLIANCE: URC or designee approved or denied the initial MHP payment authorization later than the third working day from the day of admission</p> <p>5b. POA) OUT OF COMPLIANCE: POA did not approve or deny the payment authorization within 14 calendar days of receipt of the request</p>

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6.	<p>At the time of the initial MHP authorization for payment, did the hospital’s URC or its designee specify the date for the subsequent MHP payment authorization determination?</p> <p><i>CCR, Title 9, Chapter 11, Section 1820.230(c).</i></p>			<p>NOTE: Use “Admission Summary Worksheet” and “Continued Stay Worksheet”</p> <ul style="list-style-type: none"> Review UR records, URC minutes, UR reports, medical records, and denials <p>OUT OF COMPLIANCE: URC or designee did not specify the date for the subsequent MHP payment authorization determination</p>
7.	<p>Did the URC or POA authorize payment for administrative day services only when both of the following criteria (7a. & 7b.) have been met:</p>			<p>NOTE: Use “Admission Summary Worksheet” and “Continued Stay Worksheet”</p>
7a.	<p>During the hospital stay, the beneficiary previously met medical necessity criteria for acute psychiatric inpatient hospital services?</p>			<ul style="list-style-type: none"> Review UR records, POA records, URC minutes, UR reports, medical records, denials, and list of all non-acute placement facilities utilized by the facility
7b.	<p>There is no appropriate, non-acute treatment facility available and the facility has documented its minimum number of appropriate contacts:</p>			<ul style="list-style-type: none"> If less than five contacts were made per week, look for written justification
	<p>1) The status of the placement option?</p>			
	<p>2) Date of the contact?</p>			
	<p>3) Signature of the person making the contact?</p> <p><i>CCR, Title 9, Chapter 11, Sections 1820.230(d)(2)(A)& (B) and 1820.220(j)(5)(A)&(B).</i></p>			<p>OUT OF COMPLIANCE: URC authorized payment for administrative day services for a beneficiary that had not previously met medical necessity criteria as required; there is no appropriate, non-acute treatment facility available and the facility has not documented its minimum number of appropriate contacts</p>

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8.	<p>Are persons employed or under contract to provide mental health services as physicians, psychologists, social workers, or marriage and family therapists licensed, waived, or registered with their licensing boards?</p> <p><i>W&IC Sections 5778(n) and 5751.2</i></p>			<ul style="list-style-type: none"> Review licenses, waivers, and registrations <p><u>OUT OF COMPLIANCE:</u> MHP employs or contracts with non-licensed/waivered/registered personnel to provide mental health services as physicians, psychologists, social workers, or marriage and family therapists</p>
9.	<p>Regarding Medical Care Evaluations (MCE) or equivalent studies, does the UR plan contain the following:</p>			<ul style="list-style-type: none"> Review UR Plan
9a.	<p>A description of the methods that the Utilization Review Committee (URC) uses to select and conduct MCE or equivalent studies?</p>			<ul style="list-style-type: none"> Identify description of methods used to select and conduct MCE or equivalent studies What does the MHP identify as the MCE equivalent?
9b.	<p>Documentation of the results of the MCE or equivalent studies that show how the results have been used to make changes to improve the quality of care and promote the more effective and efficient use of facilities and services?</p>			<ul style="list-style-type: none"> Review current and past MCE or equivalent studies for two years and published results; URC minutes related to MCE study findings; analysis of MCE or equivalent studies; documentation of improved quality care; changes in use of facilities and services; documented actions taken to correct or investigate deficiencies or problems in the review process; and recommendations for hospital care procedures
9c.	<p>Documentation that the MCE or equivalent studies have been analyzed?</p>			
9d.	<p>Documentation that actions have been taken to correct or investigate any deficiencies or problems in the review process and recommends more effective and efficient hospital care procedures?</p>			

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	<i>CFR, Title 42, Subchapter C, Subpart D, Section 456.242; CCR, Title 9, Chapter 11, Section 1820.210.</i>			<u>OUT OF COMPLIANCE:</u> NFP; plan does not contain description of URC methods; URC not using methods; or lack of documentation as required that MCE or equivalent findings are analyzed and how used for improved changes and to correct deficiencies or problems
10.	Regarding MCE or equivalent studies:			<ul style="list-style-type: none">Review current and past MCE or equivalent studies for two years
10a.	Do the contents of the MCE or equivalent studies meet federal requirements?			
10b.	Has at least one MCE or equivalent study been completed each calendar year?			
10c.	Is an MCE or equivalent study in progress at all times? <i>CFR, Title 42, Subpart D., Sections 456.243 and 456.245; CCR, Title 9, Chapter 11, Section 1820.210.</i>			<u>OUT OF COMPLIANCE:</u> MCE or equivalent studies do not meet federal regulations
11.	Does the MHP have a beneficiary documentation and medical record system that meets the requirements of the contract between the MHP and the department and any applicable requirements of state, federal law and regulation? <i>CCR, Title 9, Chapter 11, Section 1810.440(c).</i>			<u>OUT OF COMPLIANCE:</u> Documentation and medical record system does not meet the requirements of the contract and any applicable requirements of state, federal law and regulation

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MUST MEET BOTH A & B BELOW)

A. CERTIFIED CLASS

1.	Is the child/youth a member of the certified classes who meets one of the following:			<u>NOTE:</u> This documentation need not be in the chart
1a.	Child/youth is placed in a group home facility of RCL 12 or above and/or locked treatment facility for the treatment of mental health needs? or			
1b.	Child/Youth is being considered by the county for placement in a facility described in 1a? or			<u>NOTE:</u> “Being considered” is defined by the county
1c.	Child/Youth has undergone, at least, one emergency psychiatric hospitalization related to his/her current presenting disability within the preceding 24 months? or			<ul style="list-style-type: none"> • Ask MHP how “being considered” is defined
1d.	Child/Youth previously received TBS while a member of the certified class?			<ul style="list-style-type: none"> • Review prior TBS notification or other documentation
<i>DMH Letter No. 99-03, pages 3-4.</i>				<u>OUT OF COMPLIANCE:</u> Beneficiary is not a member of the certified class listed in 1a-d

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B. NEED FOR THIS LEVEL OF SERVICES

<p>2.</p> <p>2a.</p>	<p>Is there documentation that the child/youth needs TBS for the following reasons (must meet both 2a & 2b):</p> <p>It is highly likely in the clinical judgment of the mental health provider that without additional short term support of TBS:</p> <ul style="list-style-type: none"> • The child/youth will need to be placed in a higher level of residential care, including acute care, because of changes in the child/youth’s behaviors or symptoms that places a risk of removal from the home or residential placement? or • The child/youth needs this additional support to transition to a lower level of residential placement or return to the natural home? 			<p><u>NOTE:</u> Although the child/youth may be stable in the current placement, TBS is appropriate if a change in the behavior or symptoms is expected and TBS is needed to stabilize the child in the new environment</p> <ul style="list-style-type: none"> • Look for documentation in the chart that a change in the behavior or symptoms is expected or causing the placement to be in jeopardy
<p>2b.</p>	<p>The child/youth is receiving other specialty mental health services?</p> <p><i>DMH Letter No. 99-03, page 4.</i></p>			<p><u>OUT OF COMPLIANCE:</u> Beneficiary does not meet both 2a and 2b criteria</p>

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C. TBS TREATMENT/CLIENT PLAN/ORGANIZATIONAL DOCUMENT

<p>3.</p>	<p>Is there documented evidence that services are provided under the direction of a licensed practitioner of the healing arts (LPHA)?</p> <p><i>DMH Letter No. 99-03, page 5.</i></p>			<p>NOTE: See DMH Letter No. 01-02 for ways direction may be provided</p> <ul style="list-style-type: none"> • LPHA includes: Physicians, licensed/waivered psychologists, licensed/registered/waivered social workers, licensed/registered/waivered Marriage and Family Therapists, and RNs • Look for the signature or other documents that may satisfy this requirement <p>OUT OF COMPLIANCE: Services are not being provided under the direction of an LPHA</p>
<p>4.</p>	<p>Is the TBS plan a component of the overall treatment/client plan?</p>			<ul style="list-style-type: none"> • Review treatment/client plan • If the overall treatment plan has been developed by another entity outside of the MHP's specialty mental health service provider network (i.e. private insurance provider) review evidence that the MHP is coordinating care or attempting to coordinate care with that provider as provided by the MHP. Such evidence might include a description, written or verbal, of the coordination contacts

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				<u>OUT OF COMPLIANCE</u> : The TBS plan is not a component of the overall treatment/client plan or, if the required specialty mental health services are provided by an entity other than the MHP, there is no evidence that the MHP is coordinating care or attempting to coordinate care with an entity outside of the MHP's specialty mental health service provider network (i.e. private insurance provider) who has responsibility for the overall treatment plan
	<i>DMH Letter No. 99-03, page 6.</i>			
5.	Does the TBS plan contain the following (must contain 5a-e):			<u>NOTE</u> : Focus on presence of elements 5a-e
5a.	Specific target behaviors or symptoms that are jeopardizing the current place of residence or presenting a barrier to transitions, e.g., temper tantrums, property destruction, assaultive behavior in school?			<ul style="list-style-type: none"> Review TBS plan
5b.	Specific interventions to resolve behaviors or symptoms, such as anger management techniques?			
5c.	Specific outcome measures that can be used to demonstrate that the frequency of targeted behaviors has declined and has been replaced by adaptive behaviors?			
5d.	A transition plan from the inception of TBS to decrease or discontinue TBS when these services are no longer needed or when the need to continue TBS appears to have reached a plateau in benefit effectiveness?			<ul style="list-style-type: none"> Review the TBS plan for evidence in the initial treatment plan of a timeline for reviewing the partial or complete attainment of behavioral benchmarks

SECTION M—THERAPEUTIC BEHAVIORAL SERVICES

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5e.	<p>The manner for assisting parents/caregivers with skills and strategies to provide continuity of care when the service is discontinued?</p> <p><i>DMH Letter No. 99-03, page 6.</i></p>		<ul style="list-style-type: none"> Review the TBS plan for evidence in the initial treatment plan that describes how parents/caregivers will be assisted with skills and strategies to provide continuity of care when the service is discontinued or a timeline for developing how parents/caregivers will be assisted <p><u>OUT OF COMPLIANCE:</u> No TBS plan; TBS plan does not contain the components 5a-e</p>
6.	<p>Is there documented evidence of a monthly review of the TBS plan by the MHP or its designee to ensure that TBS continue to be effective for the beneficiary in making progress towards the specified measurable outcomes?</p> <p><i>DMH Letter No. 99-03, page 6.</i></p>		<ul style="list-style-type: none"> Review documentation Review charts of TBS open longer than thirty days for evidence of assessment for effectiveness <p><u>OUT OF COMPLIANCE:</u> No documentation of monthly review</p>
7.	<p>Is there documented evidence that TBS is discontinued when:</p> <p>7a. The identified behavioral benchmarks have been reached? or</p> <p>7b. Progress towards the behavioral benchmarks is not being achieved and is not expected to be achieved in the clinical judgment of the MHP/provider?</p> <p><i>DMH Letter No. 99-03, page 5.</i></p>		<ul style="list-style-type: none"> Check progress notes or other documentation <p><u>OUT OF COMPLIANCE:</u> TBS is not discontinued when 7a or 7b applies</p>

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8.	<p>Is there documented evidence that TBS is adjusted or decreased when progress is documented?</p> <p><i>DMH Letter No. 99-03, page 5.</i></p>			<ul style="list-style-type: none"> • Check progress notes or other documentation <p><u>OUT OF COMPLIANCE:</u> TBS is not decreased or adjusted when progress is documented</p>
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D. PROGRESS NOTES

9.	<p>Do progress notes document the following (must meet 9a-c):</p>			<p><u>NOTE:</u> All time must be converted to minutes for billing purposes</p> <p><u>NOTE:</u> A note is required for each time period the provider spends with the child</p>
9a.	<p>The date/time period TBS was provided?</p>			<p><u>NOTE:</u> The time of services may be a progress note by contact/shift</p>
9b.	<p>A signature (or electronic equivalent) of the staff providing the service with job title, and, if applicable, license or professional degree?</p>			
9c.	<p>Writing that is legible?</p> <p><i>CCR, Title 9, Chapter 11, Section 1810.440(c); DMH Letter No. 99-03, pages 6-7; MHP Contract with DMH, Attachment C.</i></p>			<p><u>OUT OF COMPLIANCE:</u> Progress notes for TBS are not in compliance with 9a-c</p>

E. SERVICE ACTIVITY

10.	<p>Is there documented evidence that the TBS plan and/or progress notes are focused on resolution of target behaviors or symptoms which:</p>			<ul style="list-style-type: none"> • Review TBS plan and progress notes
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10a.	Jeopardize the existing placement? or			
10b.	Are a barrier to transitioning to a lower level of residential care and completion of specific treatment goals? <i>DMH Letter No. 99-03, page 5.</i>			<u>OUT OF COMPLIANCE:</u> Evidence that the TBS plan and/or progress notes are not focused on resolution of target behaviors and symptoms which jeopardize existing placements or which are a barrier to transitioning to a lower level of care
11.	Regarding Therapeutic Behavioral Services:			<u>NOTE:</u> Due ongoing to Nancy Mengebier <u>NOTE:</u> Team Coordinator is to obtain listings (TBS beneficiaries and NOAs) from Nancy Mengebier or TAT prior to the review and compare the DMH’s listings to the MHP’s listings of TBS beneficiaries and NOAs <u>NOTE:</u> Skip, if covered by TBS consultants
11a.	Does the MHP submit the required notification information to the DMH within 30 days of commencing TBS services to a beneficiary?			<ul style="list-style-type: none"> Review MHP’s list of TBS beneficiaries
11b.	When applicable, has the MHP been submitting update notification(s) quarterly to DMH?			<u>NOTE:</u> Applicable when services exceed three months <ul style="list-style-type: none"> Review MHP’s list of TBS beneficiaries
11c.	Does the MHP submit to the DMH a copy of each TBS Notice of Action within 30 days of issuance?			<ul style="list-style-type: none"> Review MHP’s list of TBS NOAs
11d.	Regarding certification forms, does the MHP:			<u>Note:</u> A certification form declares TBS was considered prior to the youth’s placement in certain higher levels of care
	1) Submit the certification forms to the DMH?			
	2) Maintain the forms in the county?			
	3) Complete the forms to include all the required information? <i>DMH Policy Letter Nos. 99-03 and 01-03.</i>			<u>OUT OF COMPLIANCE:</u> MHP not submitting notification, NOA, and certification forms to DMH as required

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F. CHART QUESTIONS--FOR SURVEY PURPOSES ONLY

12.	What is the length of TBS services in terms of the number of weeks?	<ul style="list-style-type: none"> Review chart or other available documents
13.	What is the intensity of TBS services in terms of the number of hours/minutes per week?	<ul style="list-style-type: none"> Review chart or other available documents
14.	When applicable, is the Medi-Cal share of cost being met?	<p><u>NOTE</u>: Only applicable when there is a Medi-Cal share of cost obligation</p> <ul style="list-style-type: none"> Review documents as available

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G. SYSTEM QUESTIONS--FOR SURVEY PURPOSES ONLY

15.	Regarding the direct providers of TBS:	<u>NOTE:</u> Gathering classifications/levels of staff is a means of determining who is providing TBS, e.g., licensed/non-licensed staff, group home staff
15a.	What are the job classifications/levels of staff providing services?	• Review available documents
15b.	What are the rates of payment for TBS services?	
15c.	What are the actual rates, including overhead costs?	

ATTACHMENT A

ENFORCEMENT AND CONSEQUENCES FOR NON-COMPLIANCE/TECHNICAL ASSISTANCE & TRAINING

In accordance with Welfare and Institutions Code Section 5614 this serves to notify the County Mental Health Plan (MHP) pursuant to CCR, Title 9, Chapter 11, Sections 1810.325, 1810.380(b), and 1810.385, that whenever the department determines that a mental health plan has failed to comply with part or any of the regulations:

1. The department may terminate its contract with an MHP by delivering written notice of termination to the MHP at least 180 calendar days prior to the proposed effective date of termination.
2. The department may impose sanctions, including, but not limited to, fines, penalties, the withholding of payments, special requirements, probationary or corrective actions, or any other actions deemed necessary to prompt and ensure contract and performance compliance. If fines are imposed by the department, they may be withheld from the state matching funds provided to a mental health plan for Medi-Cal mental health services.
3. The department may impose one or more of the civil penalties upon an MHP which fails to comply with the provisions of Part 2.5, Division 5, and Articles 4 and 5, Chapter 8.8, Part 3, Division 9, Welfare and Institutions Code, the provisions of this chapter, or the terms of the MHP's contract with the department.

The MHP may appeal, in writing:

1. A proposed contract termination to the department within 15 working days after the date of receipt of the notice of termination, setting forth relevant facts and arguments. The department shall grant or deny the appeal within 30 calendar days after receipt of the appeal. In granting an appeal, the department may take another action available under section 1810.380(b). The department's election to take another action shall not be appealable to the department. Except for terminations pursuant to section 1810.325(c), the department shall suspend the termination date until the department has acted on the MHP's appeal.
2. A Notice of Non-Compliance to the department within 15 working days after the date of receipt of the notice of termination, setting forth relevant facts and arguments. The department shall grant or deny the appeal in whole or in part within 30 calendar days after receipt of the appeal. The department shall suspend any proposed action until the department has acted on the MHP's appeal.

The following is a the procedure for accessing Technical Assistance and Training (TAT):

The staff of the TAT unit are geographically assigned. The staff act as contract liaisons and are available to assist MHP staff to address questions or concerns and to access resources. TAT is responsible for approving amendments to MHP implementation plans and for coordinating the State Fair Hearing process.

To obtain assistance from the TAT please call (916) 654-2526 or write to the address below:

Chief, TAT Section
State Department Mental Health
1600 9th Street, Room 100
Sacramento, CA. 95814