

# Medi-Cal Behavioral Health Corrective Action Plan (CAP)

## PLACER

Compliance Review Date: 3/12/2025

Corrective Action Plan Fiscal Year: 2024-25

### SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
4.4.1 Telehealth Consent Requirements	<p>Placer County Quality Management will implement the following:</p> <ul style="list-style-type: none"><li>Placer County QM will create a Telehealth Best Practices Training that includes requirements outlined in BHIN 23-018. This training will be issued to all County and Contracted Provider Staff.</li><li>For Placer County clinics, compliance monitoring will occur</li></ul>	<ul style="list-style-type: none"><li>2/1/2026</li></ul>	<ul style="list-style-type: none"><li>Telehealth Best Practices Training</li><li>Documentation of Monitoring activities.</li></ul>	

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	<p>on a monthly basis during internal chart reviews. Charts without a telehealth service will be flagged and the supervisor will be notified. The supervisor will work with their staff directly on obtaining telehealth consent and provide supervision on the requirements of obtaining telehealth consent.</p> <ul style="list-style-type: none"> <li>Monitoring for contracted providers will occur during annual audits. Contracted providers will need to provide evidence of their internal monitoring practices. This item is also on the chart review tool. Each</li> </ul>			

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	missing telehealth consent will be flagged, and evidence of correction will be required.			

**Submitted by: Kelly Couture, LMFT**

**Date: 9/23/2025**

**Title: QA Program Supervisor**