



QRTIPS

Health Care Agency • Behavioral Health Services • CYS Quality, Review & Training

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Notice of Action-A reminders

If a Medi-Cal eligible client initially requesting services does not meet the medical necessity criteria for Specialty Mental Health Services following assessment, services will be denied. The State of California requires that a [Notice of Action-A](#) shall be sent to the consumer explaining the reason the services have been denied. The clinician will note the **date**, the **name** of the consumer, and **check the appropriate box** indicating the reason the services are being denied.

*If a current client is denied to receive adjunct services, such as TBS or WRAP services, because they do not meet criteria for those services, then **it is not necessary** to issue an NOA-A as the client is already receiving some type of specialty mental health service somewhere else under our Mental Health Plan.*

Valid reasons for denying specialty mental health services:

- The mental health diagnosis as identified by the assessment **is not covered** by the mental health plan. ([See the list of excluded diagnoses](#))
- The mental health condition **does not cause problems** for the client in their daily life that are serious enough to make them eligible for specialty mental health services from the mental health plan.

For example: A child has an included mental health diagnosis but suffers no serious impairments at home, school, in relationships, self-care, or any other major areas of life as a result of their included mental health disorder

- The specialty mental health services available from the mental health plan **are not likely to help** the client maintain or improve their mental health condition.

For example: The client's condition requires a higher level of treatment (such as day treatment) but the mental health plan does not provide this type of service.

- The mental health condition **would be responsive to treatment by a physical health care provider**.

For example: Depression is secondary to a thyroid condition. Treating the thyroid condition would reduce or eliminate the depression.

Other Important Reminders:

- When an NOA-A is issued the clinician shall give the completed Notice of Action-A, along with a copy of the NOA-A back to the consumer (or parent/legal guardian) or **will mail it through the US Postal Service no later than three (3) working days** after the decision to deny specialty mental health services has been made.
- Notice of Action-A's can only be issued after at least **one face-to-face assessment** with the client. NOA-A's cannot be issued following telephone interviews. NOA-A's **cannot be issued following an interview with only the parent/legal guardian of the client**.
- The **assessment documentation, the blue contact sheet** and the **NOA-A** should be filed in such a manner that they can be easily retrieved should a grievance or a request for State Fair Hearing be filed by the client.
- **NOA-A's must be recorded in the appropriate screens in IRIS.** (See the [online training](#) from QIPC regarding the recording NOA-A's in IRIS)

For any further questions please contact QIPC at cysqrt@ochca.com or 714-796-0123.