

QRTips

January 2019

A summary of the Final Rule new requirements per DHCS

I. Grievances

A grievance is defined as any expression of dissatisfaction. Grievances can be filed either orally or in writing. Whether or not a grievance is resolved within the next business day, it is required to be reported to AQIS along with the corresponding Tracking Form and the Grievance and Appeal form. With the Final Rule changes, the resolution period is now 90 days. Staff is encouraged to review the grievance training at:

<http://www.ochealthinfo.com/bhs/about/cys/support/trainings>

II. Notice of Adverse Benefit Determination (NOABDs).

NOABDs have replaced the old Notices of Action. They are issued whenever the Mental Health Plan initiates one of several actions. Among them: Delivery of System Notice (previously known as the NOA-A), Termination Notice, and Modification Notice.

The NOABDs, can be found at http://www.ochealthinfo.com/bhs/about/medi_cal

III. Provider Directory

The provider directory is located on the following webpage:

http://www.ochealthinfo.com/bhs/about/medi_cal

The link to this directory should be provided to consumers at intake, on request from the consumer, and be offered at the annual review. The directory is printable for those consumers that wish a hard copy.

Per DHCS requirements the provider directory must be updated at least monthly. Reminders to update the directory are sent out each month via e-mail and AQIS Blog.

Per DHCS requirements, programs are required to acknowledge their MHP (AQIS) there are no changes to their directory information, or, alternatively, if there are changes then AQIS must be notified. This information can be sent to cysqrt@ochca.com.

IV. Network Adequacy Certification Tool

The purpose of these spreadsheets is to collect information about a site and all of the rendering service providers who work at the site. All county and contract MediCal sites are required to submit an updated NACT to AQIS on a QUARTERLY basis. At the same time BHS is required to submit an updated NACT in regards to all of the county and contract sites to DHCS.

V. Clinical Supervision

All county and contracts Clinical Supervisors providing clinical supervision to Psychologists, MSWs, LPCCs and MFTs accruing hours for their professional license are now required to complete the Clinical Supervision Tracking form and be submitted to AQIS. If the required clinical supervision is not provided to an unlicensed Psychologist, MSW, LPCC and or MFT, then services cannot be billed to MediCal. A Clinical Supervision tracking form must be submitted when the clinical supervision begins and then again when the clinical supervision ends.