

QR Tips

Behavioral Health Services
Authority and Quality Improvement Services
AOABH / CYPBH Support Teams

NOABD Common Errors and Reminders

- Delivery System NOABD:
 - Not issuing at all to Medi-Cal beneficiaries
 - Issuing past the 2 day timeline
 - Missing a description of the criteria or guidelines used for determining medical necessity
 - Adding text where it is not the gray text fill in area
 - Reason for not meeting medical necessity and referral given do not match (e.g., NOABD states that client does not meet medical necessity due to mild/moderate symptoms and states that the Regional Center referral was provided)
- Termination NOABD:
 - Mailed or hand delivered to the beneficiary less than 10 calendar days before termination date (e.g., NOABD dated 8/1/19 and case terminated before 8/11/19)
 - Missing clinical reasons or justification if terminating due to not meeting medical necessity criteria after the 60-day assessment period
 - Not including outreach efforts but rather stating that an appointment was missed
 - Contradictory information within NOABD
- Reminders:
 - Corrections must be issued with cover letter explaining error and faxed to AQIS again

TRAININGS & MEETINGS

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AOABH

New Provider Training
(Documentation & Care Plan)

The online version of this training is now available on AQIS AOABH Support Team website!

Here is the link:

[AOABH New Provider Training](#)

AOABH Core Trainers Meetings

County Core Trainers Meeting

Thurs Aug 1st 10 – 11:30am Rm 433

Contract Core Trainers Meeting

Thurs Aug 8th 1:30 – 3pm Rm 433

CYPBH Trainings

*Please see CYPBH Support Team website for online trainings.

HELPFUL LINKS

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[AQIS AOABH Support Team](#)

[AQIS CYPBH Support Team](#)

[BHS Electronic Health Record](#)

[Medi-Cal Certification](#)

REMINDERS

Service Chiefs and Supervisors, the updates for the Provider Directory are due on the 3rd Monday of each month. An email reminder will also be sent shortly.

Service Chiefs and Supervisors, please document the review of QRTips in staff meetings. Thank you!

ANNOUNCEMENTS

There are some Access Log changes coming soon to meet the new State reporting requirements. Stay tuned for more details and updated training materials.

AOABH ONLY

Care Plan Signatures: When Client is on Conservatorship

We frequently see issues around conservatorships and missing conservator signatures on Care Plans and other important documents in the chart. Best practice would be to obtain both client and conservator signatures on Care Plans (and other documents such as Informed Consent, ATD, etc.) whenever possible. This way Care Plans will not fail due to a missing conservator signature during lapses in conservatorship dates. Also, it is best practice to involve client in the development of Care Plan even when client is on conservatorship. If client is refusing to participate or sign Care Plan due to mental illness (e.g., paranoia, poor insight, etc.), document so on Care Plan and/or in progress note as this will help Care Plan stay valid when conservatorship lapses.

AQIS SUPPORT TEAMS

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AOABH

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