

# QRTips

Behavioral Health Services  
Authority and Quality Improvement Services  
Quality Assurance & Quality Improvement Division  
AOABH / CYPBH / Managed Care / Certification and Designation Support Teams

## PAVE Enrollment Requirement

Phase II has been begun for the PAVE enrollment requirement for all licensed providers at County-Contracted Facilities. AQIS is in the process of entering the information provided by individual providers into their PAVE portal to fulfill the requirement set forth by DHCS. Phase III will begin in March for County Operated licensed providers and additional information will be provided to programs once Phase III begins. Please do not submit information until the memo is provided to programs indicating Phase III has started.

Please keep in mind that the forms provided to programs at the implementation of each phase might contain updated information, and it is important that providers use the forms that are provided with the memo for their phase.

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## Provider Support Program - Updates

The Provider Support Program (previously called the New Clinician Support Program) has expanded program eligibility for participation. At this time, all county AOABH programs within the MHP are eligible to refer new and existing providers who may require additional support with documentation to participate in the program. All referrals should be sent directly to the AQIS Support Teams inbox at [aqissupportteams@ochca.com](mailto:aqissupportteams@ochca.com) with the email referral template that was provided to programs. Please note, this program is still only available for licensed and license waived providers at this time.

## TRAININGS & MEETINGS



### AOABH Online Trainings

[New Provider Training \(Documentation & Care Plan\)](#)

[2019-2020 AOABH Annual Provider Training](#)

**AOABH MHP QI Coordinator's Meeting**

**WebEx Mtg. 3/4/21 10:30-11:30am**

### CYPBH Online Trainings

[2019-2020 CYPBH Integrated Annual Provider Training](#)

**CYPBH QRT Meeting**  
**WebEx Mtg. 3/4/21 1-2:30pm**

*\*More trainings on CYPBH ST website*

## HELPFUL LINKS



[AOIS AOABH Support Team](#)

[AOIS CYPBH Support Team](#)

[BHS Electronic Health Record](#)

[Medi-Cal Certification](#)

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Providers will need to complete the information form in its entirety to decrease any delays in processing. Additionally, PAVE requires a copy of each provider's driver's license and professional license. The copy of the professional license cannot be expired and cannot be a print out from Breeze. A current copy of the original wall certificate or pocket license must be provided with the information sent to AQIS for enrollment. Providers will need to assign AQIS as an administrator in their PAVE portal either prior to or at the time they send their information by email. Missing any of these steps will result in a delay of processing the application and enrollment.

## Managed Care Support Team (MCST) Reminders

### Provider Directory

The Health Plans must make available to beneficiaries specified information about its network of providers, in paper form upon request and in electronic form; this includes county-owned and operated providers and contracted organizational providers, provider groups and individual practitioners.

For questions and monthly submissions, please e-mail MCST at [AQISManagedCare@ochca.com](mailto:AQISManagedCare@ochca.com) with the subject line "Provider Directory".



## ONLINE PROVIDER DIRECTORY

### General requirements for the Provider Directory:

- All Medi-cal certified sites must submit a list of the providers to the Managed Care Support Team **every month by the 15<sup>th</sup>**.
- A Medi-Cal certified site that does not bill for Medi-cal covered services is still required to submit a list of the providers for the directory.
- A provider assigned to multiple locations must be listed at each Medi-Cal certified site.
- The list of providers are made up of licensed, waived, registered mental health providers and certified, registered, licensed substance use disorder service providers (e.g. Registered Nurses, Psychiatrist, LCSW, ACSW, AOD Counselor, etc.)
- Programs that do not submit their monthly updates for 2 consecutive months will be subject to a Corrective Action Plan in order to be in compliance with the state and federal regulations.

### CONTACT INFORMATION

200 W. Santa Ana Blvd., Suite #100A (Bldg 51-I)  
Santa Ana, CA 92701  
(714) 834-5601

### E-MAIL ADDRESSES

[AOISGrievance@ochca.com](mailto:AOISGrievance@ochca.com) (Grievances and NOABDs only)  
[AQISManagedCare@ochca.com](mailto:AQISManagedCare@ochca.com)

## REMINDERS

Service Chiefs and Supervisors:

All Quarterly logs are due on **April 10, 2021**.

**Change of Provider/2<sup>nd</sup> Opinion logs:**

AOABH - [AOISManagedCare@ochca.com](mailto:AOISManagedCare@ochca.com)

CYPBH – [AOISManagedCare@ochca.com](mailto:AOISManagedCare@ochca.com)

Please remember to submit monthly updates on program and provider changes for Provider Directory to [AOISManagedCare@ochca.com](mailto:AOISManagedCare@ochca.com)

Please document the review of QRTips in staff meetings. Thank you!

***Disclaimer:** The AQIS Quality Assurance (QA) and Quality Improvement (QI) Division develops and distributes the monthly QRTips newsletter to County and County Contracted Behavioral Health providers as a tool to assist with compliance with various QA/QI regulatory requirements. IT IS NOT an all-encompassing document. Programs and providers are responsible for ensuring their understanding and compliance with all local, state, and federal regulatory requirements.*

## AQIS Quality Assurance & Quality Improvement Division

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