

# QR Tips

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

## Lobby Notice - Immediate Action Required

The MHP is required to have a notice in each Medi-Cal certified site lobby with the link to the Medi-Cal MHP Handbook and Provider Directory.

**ALL Medi-Cal certified sites: please print and post the [lobby notice](#) immediately.** \*Per DHCS, the MHP is required to post the MC MHP Handbook and Provider Directory Lobby Notice next to the Grievance Posters.

**The Provider Directory is now available in PDF Format on our website** (at any of the links listed below) and will be updated monthly. *Please print the Provider Directory on legal sized paper for individuals who request a paper copy.*

- [BHS Medi-Cal Provider Information](#)
- [AQIS AOABH BHS Downloads](#)
- [AQIS CYPBH BHS Downloads](#)

## Provider Directory – New Process

In an effort to streamline our data collection process and maintain compliance with State and Federal requirements, AQIS has updated standard operating procedures for the Orange Mental Health Plan (MHP) Provider Directory. Please note the following important changes:

- AQIS will no longer be sending individualized emails and spreadsheets to each AOABH Service Chief/Program Director.
- AQIS will send an email with detailed instructions to all BHS Program Managers (PMs) on a monthly basis.
- PMs will then forward the email to AOABH and CYPBH Service Chiefs and Program Directors within the Orange MHP.
- Service Chiefs/Program Directors will be responsible for emailing their specific changes or “no changes” to the specified AQIS email (to be provided).
- Service Chiefs/Program Directors will need to verify the information for BOTH their program and all of the providers in their respective programs as this is a State requirement.

Service Chiefs/Program Directors may call the AQIS main line at (714) 834-5601 for questions and/or assistance.

### 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 Sept 5<sup>th</sup> 10 – 11:30am Rm 433*

Contract Core Trainers Meeting

*Thurs Sept 12<sup>th</sup> 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 Change of Provider/2<sup>nd</sup> Opinion logs and Med Monitoring packets are due on October 10<sup>th</sup>, 2019.

Service Chiefs and Supervisors, the updates for the Provider Directory are due on the 3<sup>rd</sup> Monday of each month..

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

## ANNOUNCEMENTS

County staff: Our AQIS intranet landing page has links to our [AQIS Internet](#) pages as most documents, updates, and information are relevant to our County and Contract Providers.

## Credentials/Classification on All Documentation

It is the responsibility of each Provider to ensure their credentials and/or classification are current AND next to their names on ALL documentation. Please notify your Service Chief/Program Director immediately if your credentials/classification are not current and/or visible on all documentation in your Electronic Health Record (EHR) system.

For County-Operated Clinics: Please contact the IRIS Liaison Team to update your credentials/classification in the EHR. Make sure your license/registration information on the NPI Registry is up-to-date prior to contacting the IRIS Liaison Team. NPI Registry: <https://nppes.cms.hhs.gov/#/>

## AQIS SUPPORT TEAMS

714.834.5601

### AOABH

#### AQIS AOABH Support Manager

Kelly K Sabet, LCSW, AMII

#### AQIS AOABH Support Service Chief

Mary Malady, LCSW, SCII

#### ASO / Special Projects

Christine Min, LCSW

#### Contract

Susan Randhawa, LCSW | Brenda Truong, LCSW

#### County / Crisis Recovery Services

Blanca Rosa Ayala, LMFT | Sarah Kang, LMFT |

Jessica Rycroft, LMFT

#### Support Staff

Araceli Cueva, SA | Sharon Hoang, SA | Kandee Tran, SA

### CYPBH

#### AQIS CYPBH Support Manager

Vacant

#### AQIS CYPBH Support Service Chief

BlancaRosa Craig, LMFT, SCII

#### Audit Staff

Luis Arevalo, Ph.D. | Asmeret Hagos, LMFT | Tim Hoang, Psy.D. |

Mark Lum, Psy.D. | Cheryl Pitts, LCSW | Elizabeth Sobral, LMFT |

Chris Uyeno, LCSW

#### Contract Consultants

Selma Silva, Psy.D. | Vacant

#### Medi-Cal Certifications

Sara Fekrati, LMFT | Elizabeth Sobral, LMFT | Chris Uyeno, LCSW

#### Support Staff

Irene Adams, OS | Elizabeth Martinez, SA