IMPORTANT!

Continuity of Care – Effective Immediately

Per the Department of Health Care Services (DHCS):

All eligible Medi-Cal beneficiaries who meet medical necessity criteria for Specialty Mental Health Services (SMHS) have the right to request continuity of care. Beneficiaries with pre-existing provider relationships who make a continuity of care request to the Orange MHP must be given the option to continue treatment for up to 12 months with an **individual** out-of-network Medi-Cal provider or an **individual** terminated network provider (i.e. an individual employed by the MHP, an individual employed by a contracted organization, or an individual practitioner).

SMHS shall continue to be provided, at the request of the beneficiary, for a period, not to exceed 12 months, necessary to complete a course of treatment and to arrange for a safe transfer to another provider as determined by the MHP, in consultation with the beneficiary and the provider, and consistent with good professional practice.

Please review the following documents and training with your staff:

1. MHSUDS Information Notice No. 18-059 - Federal Continuity of Care Requirements for Mental Health Plans
2. Continuity of Care P&P 09.01.08
3. Continuity of Care – Training
4. AQIS Continuity of Care Request Form

If you are an Orange County MHP Provider and you receive a request for Continuity of Care from another MHP/entity, please contact Authority and Quality Improvement Services (AQIS) immediately at (714) 834-5601.

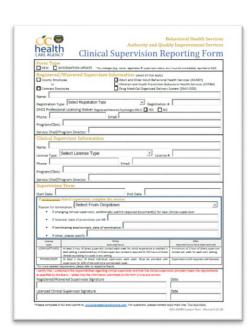# Medi-Cal Certification/Re-Certification Reminders

Head of Service (HOS)

AQIS must be notified when there has been a change in program's HOS. Please submit current HOS license or Resume (if not licensed) to AQISmccert@ochca.com when a change has occurred.

Fire Clearance

A valid fire clearance is required when a MC Certification or Re-certification is conducted. To be valid, it must be completed within 12 months of the site visit. If your program is going to be Medi-Cal certified or re-certified and program is using an existing fire clearance, please send to AQISmccert@ochca.com for AQIS to review and approve.

UPDATE!

AQIS Clinical Supervision Reporting Form

It has been a year since the Clinical Supervision Requirements went into effect and we re-evaluated the process to identify areas for improvement. As a result, the AQIS Clinical Supervision Reporting Form was updated to capture additional pertinent information and to help streamline the workflow. Here are the major updates:

1. **Form Type**: Select "New" when reporting a commencement of new clinical supervision term. Select "Information Update" when reporting any changes to existing clinical supervision record with AQIS (e.g., termination, changes to name or registration number, etc.).

2. **DHCS Professional Licensing Waiver Status** (Psychologists ONLY)**:** Indicate "Yes" or "No" if applicable.

3. **Reason for Termination:** If reporting termination of clinical supervision, select a reason from the dropdown menu and follow the corresponding prompt.

4. **A centralized mailbox:** Instead of submitting required documents to an identified staff, all programs across divisions will now submit to AQISManagedCare@ochca.com.

As always, the form must be completed in full and be submitted along with a copy of the BBS Responsibility Statement for Supervisors for each clinical supervisor. The most current version of the AQIS Clinical Supervision Reporting Form is now available on the AQIS website or can be accessed by clicking the following link: Clinical Supervision Reporting Form

Service Chiefs and Supervisors, please follow the new process for the Provider Directory. Please refer to the email notice and the last month's QRTips.

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

ANNOUNCEMENTS

Here are the dates for the upcoming 2019 - 2020 MHP external audits:

- **CalEQRO**: 11/19/2019 – 11/21/2019
- **DHCS Triennial**: 12/10/2019 – 12/12/2019

Introducing the AQIS Managed Care Support Team!

The AQIS Managed Care Support Team (MCST) we have all been waiting for is finally up and running! The AQIS MCST provides direct support to all BHS Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) programs. The mission is to promote and support the use of quality management principles to improve the quality and delivery of care provided by all BHS programs. The team encourages continuous monitoring, modification and enhancement of beneficiary services and ensures ongoing program compliance with all Federal, State and Local regulations.

The team's main responsibilities will include Grievances and Appeals, NOABDs, Medi-Cal Certification, credentialing, Provider Directory and much more! For any questions regarding the team and its functions, please contact Kelly K. Sabet, AMII.

AQIS SUPPORT TEAMS

AOABH 714.834.5601	**CYPBH** 714.834.5601	**Managed Care** 714.834.6624
<u>AQIS AOABH Support Manager</u> Kelly K Sabet, LCSW, AMII	<u>AQIS CYPBH Support Manager</u> Vacant	<u>AQIS MCST Support Manager</u> Vacant (Kelly K Sabet, LCSW, AMII covering)
<u>AQIS AOABH Support Service Chief</u> Mary Malady, LCSW, SCII	<u>AQIS CYPBH Support Service Chief</u> BlancaRosa Craig, LMFT, SCII	<u>BHCII Staff</u> Elaine Estrada, LCSW
<u>ASO / Special Projects</u> Christine Min, LCSW	<u>Audit Staff</u> Luis Arevalo, Ph.D.	Sara Fekrati, LMFT Chung M Nguyen, LCSW
<u>Contract</u> Susan Randhawa, LCSW Brenda Truong, LCSW	Asmeret Hagos, LMFT Tim Hoang, Psy.D. Mark Lum, Psy.D.	Elizabeth Sobral, LMFT Staci Ziegler, LMFT Vacant
<u>County / Crisis Recovery Services</u> Blanca Rosa Ayala, LMFT	Cheryl Pitts, LCSW Chris Uyeno, LCSW	Vacant
Sarah Kang, LMFT Jessica Rycroft, LMFT	<u>Contract Consultants</u> Selma Silva, Psy.D.	<u>Support Staff</u> Vacant Vacant
<u>Support Staff</u> Araceli Cueva, SA Sharon Hoang, SA	<u>Medi-Cal Certifications</u> Chris Uyeno, LCSW	Vacant
Kandee Tran, SA	<u>Support Staff</u> Irene Adams, OS Elizabeth Martinez, SA	