



QR Tips

AQIS AOABH Support Team

12/1/2018

[Edition 1, Volume 18]

Health Care Agency, Behavioral Health Services, AQIS AOABH Support

Getting to Know Your NOABDs Timely Access

The Timely Access NOABD is issued by AQIS when there is a delay in providing the Medi-Cal beneficiary with timely services.

To ensure meeting this state requirement, Access Logs are used by clinic staff to document and track all initial contacts regarding requests for Specialty Mental Health Services (SMHS). Here are the three different types of contact and

their required timelines for offering an appointment:

- *Emergent:* Within 4 hours of the first contact to the MHP
- *Urgent:* Within 24 hours of the first contact to the MHP
- *Routine:* Within 10 business days of the first contact to the MHP

It is crucial to offer appointments within the required timelines and to complete Access Logs with accurate information.

Clinical Supervision Requirements Reminders and Updates

- Clinical supervisor is required to have full access to clinical records
- Clinical supervisor is expected to review documentation completed by supervisees
- Clinical supervisor is aware of all board licensing requirements and understands all legal and ethical obligations
- Administrative supervision provided by a Service Chief is generally not the same as the Clinical Supervision required by the licensing boards
- Clinical supervision is ongoing for as long as the

AQIS AOABH Support Team



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individual is functioning in the registered/waivered role

- Clinical supervisor is aware of the requirements for the claiming for supervision and is mindful of the clinical supervisor to supervisee ratio
- Clinical supervisor is to submit a copy of the Responsibility Statement for Supervisors and the AQIS Clinical Supervision Reporting Form
- IF any of the required elements of clinical supervision are not met, then a registered/waivered staff cannot provide services or bill Medi-Cal

Reminders

*Service Chiefs and Supervisors, the Provider Directory excel spreadsheets are due on the 3rd Monday of each month. Please be sure to respond to the most recent request sent via email by Amanda Hamm.

*Service Chiefs and Supervisors, the Change of Provider/2nd Opinion logs and Med Monitoring packets are due on January 10th, 2019.

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

Announcements

*The AQIS AOABH Support Team would like to welcome our new team member, Jessica Rycroft. She is an LMFT and is joining our team from PEI Community Counseling and Supportive Services (CCSS).

*The California Department of Health Care Services (DHCS) released the updated Included Diagnosis list on October 1, 2018. Here's the link to the updated list: [Included Diagnosis List](#).

*Please note that trainings and meetings are going dark in December. We will see you in 2019!

Upcoming Trainings & Meetings

New Provider Training (Documentation & Care Plan Trainings)

Please note: No trainings in December

Wednesday January 23rd 8:30am – 4pm

Wednesday January 30th 8:30am – 4pm

**Please call 714.834.5601 to sign up*

Core Trainers Meetings

Please note: No meetings in December

County Core Trainers Meeting

Thursday January 3rd 10am – 11:30am Room 433

Contractor Core Trainers Meeting

Thursday January 10th 1:30pm – 3pm Room 433

HELPFUL LINKS

AQIS WEBSITE

[ORANGE COUNTY, CALIFORNIA - AUTHORITY & QUALITY IMPROVEMENT SERVICES](#)

AQIS DOWNLOADS

[ORANGE COUNTY, CALIFORNIA - DOWNLOADS](#)

2018 CODING MANUAL & CLINICIAN HANDBOOK

[BHS RESOURCE CENTER MENU](#)

BHS ELECTRONIC HEALTH RECORD

[BHS ELECTRONIC HEALTH RECORD INFORMATION](#)

MEDI-CAL CERTIFICATION/RECERTIFICATION

[ORANGE COUNTY, CALIFORNIA - MEDI-CAL CERTIFICATION](#)

Please contact AQIS AOABH Support with any questions or comments. We look forward to helping you. Thank you!