



QRTips

AQIS AOABH Support Team

1/1/2019

[Edition 1, Volume 19]

Health Care Agency, Behavioral Health Services, AQIS AOABH Support

Getting to Know Your NOABDs Modification

The Modification NOABD is issued to the Medi-Cal Beneficiary whenever the plan decides to provide a service that is anything other than what the Beneficiary requested or currently wants. While in treatment, if there is change in the level or duration of covered services that are provided to the Beneficiary, but the Beneficiary does not agree with the change or decision, a Modification NOABD is issued.

The treatment provider shall hand deliver or mail the original, completed Modification NOABD along with the three enclosure documents, to the Medi-Cal Beneficiary within two business days after the decision to modify Specialty Mental Health Services has been made.

Please contact AQIS for consultation prior to the issuing of a Modification NOABD to determine the appropriateness.

Final Rule Additional Final Rule Requirements

We have covered some of the new Final Rule requirements, such as NOABDs and Clinical Supervision Requirements, in detail in the last few QRTips editions. Here is a summary of additional Final Rule requirements:

Grievances

A grievance is defined as any expression of dissatisfaction. Grievances can be filed either orally or in writing. Whether or not a grievance is resolved within the next business day, it is required to be reported to

AQIS AOABH Support Team



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AQIS along with the corresponding Tracking Form and the Grievance and Appeal form. With the Final Rule changes, the resolution period is now 90 days. Staff is encouraged to review the grievance training at: [AQIS AOABH Support Team Website](#)

Network Adequacy Certification Tool (NACT)

The purpose of these spreadsheets is to collect information about a site and all of the rendering service providers who work at the site. All county and contract Medi-Cal sites are required to submit

an updated NACT to AQIS on a quarterly basis. BHS is required to submit an updated NACT in regards to all of the county and contract sites to DHCS.

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

Announcements

*AQIS AOABH Support Team is pleased to announce our website is now available. We invite you to check out the site for accessible information, downloads, links, and resources. It is our hope that this additional source of information will help support and guide you in your daily efforts.

Here is the link to the website:

[AQIS AOABH Support Team Website](#)

Upcoming Trainings & Meetings

New Provider Training (Documentation & Care Plan Trainings)

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 January meetings have been canceled.

County Core Trainers Meeting

Thursday February 7th 10am – 11:30am Room 433

Contractor Core Trainers Meeting

Thursday February 14th 1:30pm – 3pm Room 433

HELPFUL LINKS

AQIS AOABH SUPPORT TEAM WEBSITE
[ORANGE COUNTY, CALIFORNIA - AUTHORITY & QUALITY IMPROVEMENT SERVICES](#)

AQIS DOWNLOADS
[ORANGE COUNTY, CALIFORNIA - DOWNLOADS](#)

2018 CODING MANUAL & CLINICIAN HANDBOOK
[CODING MANUAL & CLINICIAN HANDBOOK V10](#)

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!
