



Notice of Adverse Benefit Determination (NOABD) Notices For Medi-Cal Services and Beneficiaries

An Adverse Benefit Determination is defined to mean any of the following actions taken by the Behavioral Health Plan (BHP), which includes Alameda County Behavioral Health (ACBHD) and ACBHD-contracted providers 1) The denial or limited authorization of a requested service, including determinations based on the type or level of service, medical necessity, appropriateness, setting, or effectiveness of a covered benefit; 2) The reduction, suspension, or termination of a previously authorized service; 3) The denial, in whole or in part, of payment for a service; 4) The failure to provide services in a timely manner; 5) The failure to act within the required timeframes for standard resolution of grievances and appeals; or 6) The denial of a beneficiary's request to dispute financial liability. Beneficiaries must receive a written NOABD when the BHP takes any actions described above. The BHP must also communicate the decision to the affected provider within 24 hours of making the decision, initially by telephone or facsimile, and then by writing, except for decisions rendered retrospectively.¹ NOABDs sent to beneficiaries shall include the following publications: NOABD "Your Rights," Language Assistance Taglines, and Beneficiary Nondiscrimination Notice. ACBHD Quality Assurance (QA) mailing address: 2000 Embarcadero Cove, Suite 400, Oakland, CA 94606; Fax: (510) 567-8130

NOABD	Who Issues Notice?	Who Receives Notice?	Criteria for Beneficiary Notice
Denial of Authorization Notice	BHP: ACBHD and ACBHD-contracted providers	Beneficiary or parent/legal guardian, ACBHD QA	The BHP denies a request for a service. Denials include determinations based on type or level of service, requirements for medical necessity, appropriateness, setting or effectiveness of a covered benefit. Use this notice for denied Substance Use Disorder (SUD) residential service requests. The BHP must mail the notice to the beneficiary within two (2) business days of the decision.
Payment Denial Notice	ACBHD	Beneficiary or parent/legal guardian	ACBHD denies, in whole or in part, for any reason, a provider's request for payment for a service that has already been delivered to a beneficiary. ACBHD must mail the notice to the beneficiary at the time of any action denying the provider's claim.
Delivery System Notice	BHP: ACBHD and ACBHD-contracted providers	Beneficiary or parent/legal guardian, ACBHD QA	The BHP has determined that the beneficiary does not meet the criteria to be eligible for specialty mental health or substance use disorder services through the BHP. The beneficiary will be referred to the Managed Care Plan, or other appropriate system, for mental health, substance use disorder, or other services. The Plan must mail the notice to the beneficiary within two (2) business days of the decision.
Modification Notice	BHP: ACBHD and ACBHD-contracted providers	Beneficiary or parent/legal guardian; ACBHD QA	The BHP modifies or limits a provider's request for a service, including reductions in frequency and/or duration of services, and approval of alternative treatments and services. The BHP must mail the notice to the beneficiary within two (2) business days of the decision. Requires provider notification within 24 hours. ¹
Termination Notice	BHP: ACBHD and ACBHD-contracted providers	Beneficiary or parent/legal guardian; ACBHD QA	ACBHD terminates, reduces or suspends a previously authorized service. ACBHD must mail the notice to the beneficiary within ten (10) days before the date of the action. Requires provider notification within 24 hours. ¹
Authorization Delay Notice	ACBHD	Beneficiary or parent/legal guardian	When there is a delay in processing a provider's request for authorization of specialty mental health services or substance use disorder residential services. When ACBHD extends the timeframes to make an authorization decision, it is a delay in processing a provider's request. This includes extensions granted at the request of the beneficiary or provider, and/or those granted when there is a need for additional information from the beneficiary or provider, when the extension is in the beneficiary's interest. ACBHD must mail the notice to the beneficiary within two (2) business days of the decision.
Timely Access Notice	BHP: ACBHD and ACBHD-contracted providers	Beneficiary or parent/legal guardian; ACBHD QA	When there is a delay in providing the beneficiary with timely services, as required by the timely access standards applicable to the delayed service. The BHP must mail the notice to the beneficiary within two (2) business days
Financial Liability Notice	ACBHD	Beneficiary or parent/legal guardian	ACBHD denies a beneficiary's request to dispute financial liability, including cost-sharing and other beneficiary financial liabilities. ACBHD must mail the notice to the beneficiary at the time of any action regarding the dispute.