

	Date Approved: <u>6/30/14</u> By: <u>N/A</u> Mental Health Director
<b>POLICY:</b> Procedure for Test Calls to ACCESS Program Authored by: Kyree Klimist QA Associate Administrator	Date Revised: <u>MM/DD/YY</u> Original Approval Date.: _____

**POLICY:** Procedure for Test Calls to ACCESS Program

**Purpose:**

In order to ensure compliance with:

- *CCR, title 9, chapter 11, sections 1810.253;1810.405(c)(d)(f); 1810.410(e)(1)*
- *CMS/DHCS, section 1915(b) waiver*
- *CFR, title 42, section 438.406 (a)(1)*
- *DMH Information Notice No. 10-02, Enclosure, Page 21, and*
- *DMH Information Notice No. 10-17, Enclosure, Page 16*
- *MHP Contract, Exhibit A, Attachment I*

Alameda County Behavioral Healthcare Services (ACBHCS) is implementing this procedure. Through the use of monthly anonymous test calls to the ACCESS line and to the Crisis Support Services after hours line, ACBHCS will ensure that all CA regulations and requirements are met in the answering of these calls and that beneficiaries needs and rights are met.

**Procedure:**

Quality Assurance (QA) staff will make a total of 15-20 phone calls to the ACCESS line and to the Crisis Support Services after hours line, on a monthly basis.

- QA staff numbers will determine how many calls each staff will be ***required*** to make.
- Calls can be made at anytime of the day or night and in any language. Variety is appreciated to test the capabilities of the phone lines.
- The attached test call sheet will be used to guide and log the call.
- Test call sheets will be turned into support staff to be logged in the Test Call Log and to be recorded in the staff log.
- When Support staff has 10 sheets, they will fax them to the ACCESS Administrator.
- The ACCESS Administrator will verify the sheets against the ACCESS and the Crisis Support Services Logs for their presence and completeness. She will then send the results back to the QA support staff to be logged in the Test Call Log.