



## MENTAL HEALTH & SUBSTANCE USE SERVICES

### NOTICES OF ADVERSE BENEFIT DETERMINATION (NOABD) TRAININGS

*Location: 2000 Embarcadero Cove, 3rd Floor Suite 305, Joaquin Miller Room, Oakland CA 94606*

**Target Audience: All Behavioral Health Plan (BHP) Medi-Cal programs.**

**Description:** The training will cover when to, who will, and how to issue a NOABD when the following actions taken by the Behavioral Health Plan (BHP), which includes Alameda County Behavioral Health (ACBH) and ACBH-contracted providers:

- 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;
- The reduction, suspension, or termination of a previously authorized service;
- The denial, in whole or in part, of payment for a service;
- The failure to provide services in a timely manner;
- The failure to act within the required timeframes for standard resolution of grievances and appeals; or
- The denial of a beneficiary's request to dispute financial liability.

**Learning Objectives- at the end of the training, participants will know:**

1. What Notices of Adverse Benefit Determinations (NOABD) are;
2. When a NOABD is required;
3. Which NOABD template to use;
4. How to fill OUT a NOABD template;
5. NOABD timeliness standards;
6. NOABD record keeping and submission to ACBH

**The criteria for determining issuance as well as the process of issuing and reporting NOABDs will be demonstrated and explained in the following training sessions:**

#### Training Dates:

Adult SMHS: Master Contract; FFS CBO's; FSP Tx Providers	SUD Tx Providers	Children's Tx Providers and SUD & MH Access Pts.
July 12 <sup>th</sup> , 2019 9:30am-11:30am	July 15 <sup>th</sup> , 2019 1:00pm-3:00pm	July 24 <sup>th</sup> , 2019 9:30am-11:30am
August 30 <sup>th</sup> , 2019 1:00pm-3:00pm	August 8 <sup>th</sup> , 2019 9:30am-11:30am	August 22 <sup>nd</sup> , 2019 1:00pm-3:00pm

The training sessions are separated by provider service types, and by NOABD issuance obligations. Adult Service Providers; Children Provider & Service Access Points; & SUD.

If you are not sure which training your QA and/or Training coordinator should attend, please contact [QAOffice@acgov.org](mailto:QAOffice@acgov.org).

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