



Quality Assurance Updates and Training Opportunities

A message brought to you by ACBH Quality Assurance Office

UPDATE #1

Notice of Adverse Beneficiary Determination (NOABD) Enclosure: Beneficiary Non-Discrimination Notice

Quality Assurance (QA) has revised the NOABD enclosure "Beneficiary Non-Discrimination Notice" to further notify consumers of their legal rights against discrimination while receiving services in our Behavioral Health Plan. Please download the new enclosure and utilize it in your corresponding NOABD letters. Please see QA's [Grievance System page](#) to access enclosures in [English](#), [Chinese \(Simplified\)](#), [Chinese \(Traditional\)](#), [Spanish](#), [Tagalog](#), [Vietnamese](#), [Korean](#), & [Farsi](#).

Please remember that NOABDs shall be submitted immediately upon issuance to the beneficiary per [Notice of Adverse Benefit Determination \(NOABD\) Policy](#). If you have questions on this process, please contact our technical assistance clinical staff at qata@acgov.org.

UPDATE #2

The Informing Materials Packet of consents and beneficiary notifications

have been revised to include a "Notice of Non-Discrimination." Effective immediately, please review this new section of the packet, page 4 (English), with consumers at the onset of services and annually; acknowledged with a check on the Signature Page that is stored in a consumer's record. The revised packet is available on [QA's Informing Materials Page](#)

UPDATE #3

Training Announcement: New Clinical Documentation Training Program for Master Contract Providers and County Clinics and Programs

will be offered via three recorded, self-paced modules or three live-virtual sessions hosted by the Alameda County Behavioral Health (ACBH) Quality Assurance (QA) Department:

- Release Date for Recorded Modules- August 9th, 2021
- Dates for Live-Virtual Training Sessions:
 - Module 1: Assessments- August 16th, 2021
 - Module 2: Treatment Plan- August 18th, 2021
 - Module 3: Procedure Code & Progress Notes- August 20th, 2021

Six Continuing Education Credits Offered. Please see the [training announcement](#) for more information and registration information.

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