



Quality Assurance Updates and Training Opportunities

A message brought to you by ACBH Quality Assurance Office

UPDATE #1

Notice of Adverse Beneficiary Determination (NOABD) Revised Enclosures and Submission Reminder

Quality Assurance (QA) has revised the NOABD enclosures and replaced them on our ACBH [Grievance System page](#). The previously posted enclosure forms contained errors that have been corrected. Please use the revised forms immediately; enclosures are available in [English](#), [Chinese \(Simplified\)](#), [Chinese \(Traditional\)](#), [Spanish](#), [Tagalog](#), [Vietnamese](#), [Korean](#), & [Farsi](#)

Additionally, regarding submission of NOABDs to QA. Please remember that NOABDs shall be submitted immediately upon issuance to the beneficiary per [Notice of Adverse Benefit Determination \(NOABD\) Policy](#). Quality Assurance staff track NOABD activity and submissions and have found some NOABDs up to 2 months late as well as receiving incomplete submissions. If you have questions on this process, please contact our technical assistance clinical staff at qata@acgov.org.

UPDATE #2

Substance Use Disorder Brown Bag Series 2021

2021 Brown Bag sessions occur on the third Thursday each month as of January 21st, 2021.

See the schedule [here](#).

UPDATE #3

Language Line Solutions Resource Reminder

Alameda County Behavioral Health (ACBH) contractors are required by ACBH to use the County's language line for phone interpretation services. We appreciate your compliance with this requirement to help ensure all of our beneficiaries receive linguistically appropriate services to meet their needs. Please contact [Tiffany Lynch](#) if you need your organization's PIN code for access.

For more information, please see:

- [Language Line Policy](#)
- [Language Line Instructions](#)
- [Language Line Poster](#) (a full size poster can be mailed to you; please email the [Informing Materials Desk](#) to request)

UPDATE #4

Implementation Update and Training Opportunity: Evaluation and Management (E/M) Service Billing Codes and Rules

QA hosted an E/M training for Qualified Health Professionals (QHP), Quality Assurance (QA) Coordinators, & Billers on February 11, 2021 from 9:00 am to 12:00 pm.

You may view a recording of this training [here](#).

For more information, please see this [memorandum](#).

UPDATE #5**Clinical Documentation Training For Short-Term Residential Therapeutic Programs (Strtp)**

QA hosted a STRTP Clinical Documentation Training on March 24th, 2021. This training is for Alameda County Behavioral Health (ACBH) contracted providers who provide Specialty Mental Health Services (SMHS) at STRTPs.

You may view a recording of this training [here](#).

UPDATE #6**Network Adequacy – Timely Access Client Service Information Assessment Record Data Submission Training for Fee-for-Service Network Providers**

QA hosted a Network Adequacy – Timely Access Client Service Information Assessment Record Data Submission Training on April 16th, 2021. This training is for Fee for Service Network Providers.

You may view a recording of this training [here](#).

UPDATE #7**Provider Application and Validation for Enrollment (PAVE) Update and FAQs**

The Department of Health Care Services (DHCS) has further extended the deadline for PAVE enrollment to **July 1, 2021**.

ACBH has issued a memo and frequently asked questions (FAQs) to provide additional guidance and clarification aimed at assisting eligible SMHS practitioners with the required PAVE enrollment process.

Please see the March 10, 2021 memorandum: [Update and FAQs - Provider Application and Validation for Enrollment \(PAVE\)](#).

UPDATE #8**Clarification on the April 1, 2021 ACBH Provider Memo: Sexual Orientation & Gender Identity/Expression (SOGI/E) InSyst Data Entry:**

- There are no additional or new requirements.
- ACBH collection of Sexual Orientation & Gender Identity/Expression (SOGI/E) data has been in effect since 2017 and is consistent with AB959: Lesbian, Gay, Bisexual, and Transgender Disparities Reduction Act and the National CLAS Standards.
- There is no operational impact for providers who utilize the ACBH electronic health record: Clinicians Gateway (CG). SOGI/E data collection will continue through the CG (MH or SUD) Assessment or Intake.
- Effective April 12, 2021, non-CG users have the ability to input SOGI/E data in the ACBH data system: InSyst. Service delivery is the utmost importance and we understand providers require varying time and support to render internal messaging and coordination. We kindly ask non-CG providers to begin entering SOGI/E data in InSyst as soon as reasonable.

UPDATE #9

Alameda County Behavioral Health Care Services Standard Abbreviations list has been updated

QA guidance remains the same. An abbreviation must be spelled out the first time used and add the parenthesis around the abbreviation.

You may view this document [here](#)

QA Update: May 3, 2021