

EXHIBIT A-2**COMMUNITY BASED ORGANIZATION MASTER CONTRACT****Addendum for Quality Assurance**

Contractor shall be responsible for knowing and implementing the policies contained in Alameda County Behavioral Health Care Services' (BHCS') Quality Assurance (QA) Manual as may be updated from time to time by BHCS. The manual and updates shall be available on the BHCS website, at <http://www.acbhcs.org/providers/QA/QA.htm>. Email communications may be made to notify providers of periodic updates and changes made to the QA Manual. Contractor shall have and maintain a QA Plan that meets the requirements of the BHCS Office of QA. This plan shall be available on-site for review by BHCS and include Contractor's policies and procedures on such QA topics as listed below and in the BHCS QA Manual.

I. Updates:

Contractor shall be responsible for informing the BHCS QA Office of any changes to Contractor's contact person and/or lead QA contact person and their contact information including email address to receive notices from the BHCS QA Office. Contractor shall regularly verify consumer's contact information and update BHCS records for purposes of service verification as described in the QA Manual.

II. Credentialing:

Contractor shall be responsible for verifying the credentials and licensing of their staff and employees as contained in BHCS, state and federal requirements. Waivers for certain clinical staff are required in order to bill Medi-Cal and Contractor shall familiarize themselves and comply with the waiver requirements posted in the BHCS QA Manual. BHCS has the right to request Contractors credential log or records and Contractor's personnel record files to verify Contractor's credentialing process and applicable credentials of staff.

III. Authorization, Utilization Management, Clinical Documentation, and Timeline Standards:

Contractor shall have an internal review and authorization process that is described in its policies and procedures and that ensures that consumers served by Contractor meet, on an ongoing basis, the medical necessity criteria to receive Specialty Mental Health Services. Contractor shall comply with policies related to the Utilization Management Program of BHCS as set forth in the QA Manual and the Clinical Quality Review Team (CQRT) Manual as may be updated from time to time by BHCS. Contractors shall comply with Clinical Documentation and Timeline Standards, Policy and Procedures as set forth in the QA Manual and as may be amended by notice on the BHCS Provider website. Contractor shall have an internal quality review process that ensures that clinical documentation meets federal, state, and BHCS standards. In particular, Contractors shall reference the following tools within the

QA Manual: Clinical Record Documentation Standards, CQRT Form/Regulatory Compliance Sheet, and the CQRT Manual. On an annual basis, Contractor's lead QA staff shall attend the following train-the-trainer training provided by BHCS: Clinical Documentation Training, which includes CQRT Training. On a regular basis, Contractor shall in turn provide similar trainings to its staff.

IV. Notification of Action (NOA)

Contractor shall notify Medi-Cal beneficiaries of their rights to appeal an action by BHCS or a BHCS-contracted provider, collectively referred to as the Mental Health Plan (MHP) in accordance with the BHCS NOA for Medi-Cal Beneficiaries Policy when the MHP:

- Assesses a Medi-Cal beneficiary and determines that the beneficiary does not meet medical necessity criteria and no specialty mental health services will be provided;
- Denies or modifies a provider's request for payment authorization for a specialty mental health service;
- Denies or modifies the provider's request for payment authorization for a specialty mental health service already received by the beneficiary;
- Does not provide the resolution of a grievance, appeal or expedited appeal within the required timeframes; and/or
- Does not provide timely services based on the MHP's established standards.

V. QA Audits:

Contractor shall cooperate with BHCS in any review and/or audit initiated by BHCS, the California Department of Health Care Services, or any other applicable regulatory body.

VI. Other Applicable Policies:

All Contractors/Providers shall comply with all other applicable policies and procedures as set forth in the QA Manual and such amendments as posted on the BHCS Provider website.