

## Memo

**Date:** July 9, 2025

**To:** Alameda County Behavioral Health Department (ACBHD) Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

**From:** Torfeh Rejali, Division Director, Quality Assurance *Torfeh Rejali*

**Subject:** NEW Substance Use Disorder (SUD) Timeliness Tracking Requirements and Training

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## Purpose

This memo is to provide information regarding the new timeliness tracking requirements issued by the State, updated Timeliness Tracking templates in Clinician's Gateway and upcoming ACBHD training sessions.

## Background

Department of Health Care Services (DHCS) is required by federal regulations to monitor and certify the adequacy of each Behavioral Health Plan's (BHP) network annually. In May 2024, DHCS issued [BHIN 24-020](#) expanding and clarifying network adequacy certification submission requirements for the state fiscal year (FY) 2024-25 certification period.

To ensure that BHPs provide timely access to services, DHCS requires each BHP to have a system in place for tracking and measuring timeliness of services and reporting the data using the Timely Access Data Tool (TADT), a uniform data collection tool.

Data collection is required for all Medi-Cal and Medi-Cal-eligible members requesting SUD services, across the continuum of care.

## New Timeliness Tracking Templates in Clinician's Gateway (CG)

Timeliness tracking templates have been updated in CG to comply with the new TADT requirements. Please note the following changes effective **August 1, 2025**:

- An updated *Portal Screener* template will be available for use by the Portals.
- The following timeliness tracking templates will not be available and should not be used for new admissions on and after August 1, 2025:
  - *Timeliness Tracking Walk-in*
  - *Portal Follow up*

- A new template titled *Timeliness Tracking* will be published and should be used by all providers to track timeliness for walk-ins and portal referrals.
- Current versions of timeliness templates that are in pending or open status will be available for edits until they are Finalized.

### New Data Elements

There have been some changes to the data elements that must be tracked. The biggest change is that providers are no longer required to capture first, second and third initial/intake appointment and follow-up appointment dates. Only appointment dates offered and rendered must be captured.

Additionally, there is a new question for “Was the follow-up appointment wait time extended?” If the wait time for a follow-up appointment is extended beyond the standard, a licensed health care provider documents whether the extended waiting time was clinically appropriate.

Below is a list of changes to data elements for FY 24/25 compared to FY 25/26.

Data Elements- FY 24/25	Data Elements- FY 25/26
<ul style="list-style-type: none"> <li>• Referral Source</li> <li>• Date of First Contact to Request Services</li> <li>• Urgency</li> <li>• Assessment Appointment 1st Offer Date</li> <li>• Assessment Appointment 2nd Offer Date</li> <li>• Assessment Appointment 3rd Offer Date</li> <li>• Assessment Appointment Accepted Date</li> <li>• Assessment Start Date</li> <li>• Assessment End Date</li> <li>• Treatment Appointment 1st Offer Date</li> <li>• Treatment Appointment 2nd Offer Date</li> <li>• Treatment Appointment 3rd Offer Date</li> <li>• Treatment Appointment Accepted Date</li> <li>• Treatment Start Date</li> <li>• Closure Date</li> <li>• Closure Reason</li> <li>• Referred to</li> </ul>	<ul style="list-style-type: none"> <li>• Referral Source</li> <li>• Date of First Contact to Request Services</li> <li>• Urgency</li> <li>• 1st Service Appointment Offer Date</li> <li>• 1st Service Appointment Rendered Date</li> <li>• Was the member delayed access to services beyond the timely access standard?</li> <li>• 1st Follow up Appointment Offer Date</li> <li>• 1st Follow up Appointment Rendered Date</li> <li>• Was the Follow up Appointment Wait Time Extended?</li> <li>• Closure Date</li> <li>• Closure Reason</li> </ul>

### Launch and Training Plan

The new process and templates will be effective **August 1, 2025**.

ACBHD is offering several training sessions for providers to review the new requirements in detail and demo the new templates. **Training is required for all clinical and**

**administrative team members who are involved in tracking timeliness data.** The training sessions will be recorded and saved on the [QA Training](#) website.

Please register for the appropriate training session using the links provided below.

**SUD Timeliness Tracking FY 2025/2026- Timeliness Template  
Residential Providers**

**Tuesday, July 22, 2025, 10:00-11:00 AM**

**Registration Link:**

<https://attendee.gotowebinar.com/register/1149516765611928671>

**SUD Timeliness Tracking FY 2025/2026- Timeliness Template  
Outpatient Providers**

**Friday July 25, 2025, 10:00- 11:00 AM**

**Registration Link:**

<https://attendee.gotowebinar.com/register/1295608875594570591>

**Action Required**

Please share this information with your teams as appropriate and register for a training session.

For questions, please contact [QATA@acgov.org](mailto:QATA@acgov.org).