Behavioral Health Department
Alameda County Health

Memo

Date: February 27, 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: Substance Use Disorder (SUD) System of Care Audit Results- FY 2022-2023

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Purpose:

This memo is to provide information regarding the publication of the FY 2022-2023 SUD System of Care audit completed by the ACBHD Quality Assurance (QA) division.

Background:

ACBHD QA completed an audit of the SUD System of Care for the period of April 1, 2023 to June 30, 2023. The report titled Substance Use Disorder Service Organizations System of Care Audit (FY 22-23) can be found in the Internal Audit section of the QA Audits page on the ACBHD provider website. The report is an aggregate analysis of the findings and compliance rates with Medi-Cal claiming requirements and documentation standards.

Overview of General Findings:

A total of 20 charts and 813 claims were reviewed for 19 agencies. Of the claims reviewed for this audit, 23 or 3% were disallowed, resulting in a claims compliance rate of 97%. The overall compliance rate, inclusive of claims and quality items, was 87%.

Summary:

For review items that were found to be non-compliant, the following common issues were identified across the levels of care:

- Missing required timely access data entry
- Inconsistent compliance with Clinical Quality Review Team (CQRT) agency review requirements
- Missing required assessment of need for Medication Assisted Treatment (MAT) services
- Inconsistent evidence of required Continuing Education Units (CEU) and/or Continuing Medication Education (CME) staff training
- OTP/NTP: Inconsistent completion of ASAM/ALOC in Clinician's Gateway

Corrective Action Plans addressing the above issues continue to be reviewed with each agency and evidence of implementation will be tracked by ACBHD QA. Additionally, QA will continue to monitor and reinforce these issues in monthly Brown Bag and other meetings.

Next Steps:

Providers are advised to follow up on the items that were identified as not meeting compliance during this audit and to reach out to QA if they need further clarification regarding the requirements.

Support:

Providers are invited to join monthly QA Brown Bag meetings where this and other relevant information are discussed. Brown Bag meeting details and link can be found on the QA Training page.

For questions, please contact QATA@acgov.org.