Mental Health Timeliness Tracking FY 2025/2026 and Web Application Demo

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Quality Assurance

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Background

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- The 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.

- To ensure that BHPs provide timely access to services, DHCS requires each BHP to have a system in place to collect, measure, and report on the timeliness of services.

Training Focus and Resources

- This presentation is a review of changes to the timeliness tracking requirements and process.

- A comprehensive training on the requirements is available on the QA Training page, titled *NACT training*.

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Timeliness Tracking Requirements

Timeliness Tracking Requirements

- SMHS timely access data is required for:

  1. **New or established member requests for Psychiatry SMHS Appointments**

  2. **New member requests for Non-Psychiatry SMHS Appointments**

     New is defined as Medi-Cal and Medi-Cal-eligible members who are new to the Mental Health Plan (MHP), or who have not received outpatient services through the MHP in the **last 6 months**.

- The timeframe in defining **New** was **changed from 12 to 6 months** based on the following:

  - DHCS messaging of this upcoming revision.

  - To more accurately assess our network's ability to offer and provide timely services to our community members.

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Exempt from Tracking

- The following programs are exempt from timeliness tracking requirements:

  - In-Home Outreach Team (IHOT)/Outreach

  - Mobile Crisis

  - Enhanced Care Management (ECM)

  - SMHS Residential (i.e. Crisis Residential Treatment, Adult Residential Treatment, Short-Term Residential Therapeutic Program)

- SMHS timeliness data collection and measurement is intended to determine system ability to offer and provide timely initial and ongoing outpatient care (i.e. treatment).

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Timely Access Standards

Mental Health Plan (MHP)/ Specialty Mental Health Services (SMHS) Timely Access Standards	
Service Type	**Standard**
Outpatient Non-Urgent Non-Psychiatry	Offered appointment is within 10 business days of request for services
Psychiatry	Offered appointment is within 15 business days of request for services
All Urgent SMHS Appointments	Urgent Appointments* 48 hours without prior authorization 96 hours with prior authorization**
Non-urgent Follow-up Appointments	Offered follow-up appointment with a non-physician is within 10 business days of the prior appointment

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New Web Application

New Timeliness Tracking Web Application

- Effective September 29, 2025, ACBHD will launch a new Web Application for tracking member timeliness data.

- This **Web Application** should be used to track timeliness for members with a 1st service date or ACCESS referral date **on or after July 1, 2025**.

- The **CSI/TADT e-form** should continue to be used for entry of required timeliness data for members with a 1st service or ACCESS referral date **prior to July 1, 2025**.

Access to the Web App for Network Organizational Providers

- Data entry into the Web App requires SmartCare access permissions.

- If SmartCare access is needed, complete the following:

    1. Staff ID request form

    2. Staff Authorization form: https://bhcsproviders.acgov.org/providers/eforms.htm.

- For additional assistance providers may contact ACBHD Information Systems at (510) 817-0076 or ACHSupport@acgov.org.

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Access to the Web App for Mental Health Individual Providers (MHIP)

- If unable to access the Web Application using the link in the ACBHD provider report email, the provider should submit the following form to reactivate their ACBHD network account: https://bhcsproviders.acgov.org/providers/Forms/WebPortalAccess_ConfidentialityAgreement.pdf

- Once reactivated, the provider will be able to log in to the Web Application and submit their data.

- For additional assistance providers may contact ACBHD Information Systems at (510) 817-0076 or ACHSupport@acgov.org.

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Timeliness Tracking Reports

New Timeliness Tracking Reports

- With the launch of the Web Application on September 29, 2025, ACBHD will send an email to providers with a link to the Web Application where they can access a list of members who require timeliness data entry.

- The list will include members who had 1st service dates at least 2 months prior and members with ACCESS referral dates in the previous month.

  - For example, the October list will include members with referral dates in September and 1st service dates in August.

- The list will be cumulative. Names will fall off the list as timeliness data is finalized.

- The list will be provided monthly. Providers who do not have members requiring timeliness data entry will not receive the ACBHD email. If an email is not received, no action is required.

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Web App Highlights

- When selecting a member's name on the list, providers will be brought to the Web Application where timeliness information should be documented.

- If the member was referred through ACCESS, the *First Contact to Request Services* date will auto-populate into the Web App and is not editable.

- Depending on how quickly the member follows up with the ACCESS referral, it is possible that the *First Service Appointment Offer Date* (e.g. the first Intake appointment offered by your agency) may exceed the timeliness standards.

- In those situations, complete the *Delay* section, selecting "Other" and indicate the reason for the delay.

Provider Data Entry Request Email Sample

yellowfin

Hi

SMHS Clients Requiring Timely Access Data Reporting

The report below includes the Mental Health clients referred to, or served by, you/your agency who require timely access data reporting.

Please use this link to access the MHP Timely Access Web Application, and select the member whose timeliness information you would like to update: https://bi.acbhcs.org/timely_access_reporting_tool/

IF UNABLE TO ACCESS THE WEB APPLICATION,

Network Organizational Providers may need to first complete the ACBHD Network Access Request form (https://bhcsproviders.acgov.org/providers/Forms/WebPortalAccess_ ConfidentialityAgreement.pdf) and then the 2-step SmartCare access request process (https://bhcsproviders.acgov.org/providers/eforms.htm)

Mental Health Individual Providers (MHIPs) should complete the Network Access Request form to obtain or reinstate your ACBHD Network Account (https://bhcsproviders.acgov.org/providers/Forms/ WebPortalAccess_ConfidentialityAgreement.pdf)

For additional assistance providers may contact ACBHD Information Systems at (510) 817-0076 or ACHsupport@acgov.org.

Thank you.

The email will include a summary report with the following fields

Modality	Agency	Program	Service Type	# of Records	Record Status
Outpatient Services	BACS	#####	Non-Psychiatric	2	Draft
Service Team	BACS	#####	Non-Psychiatric	1	Draft
				3	

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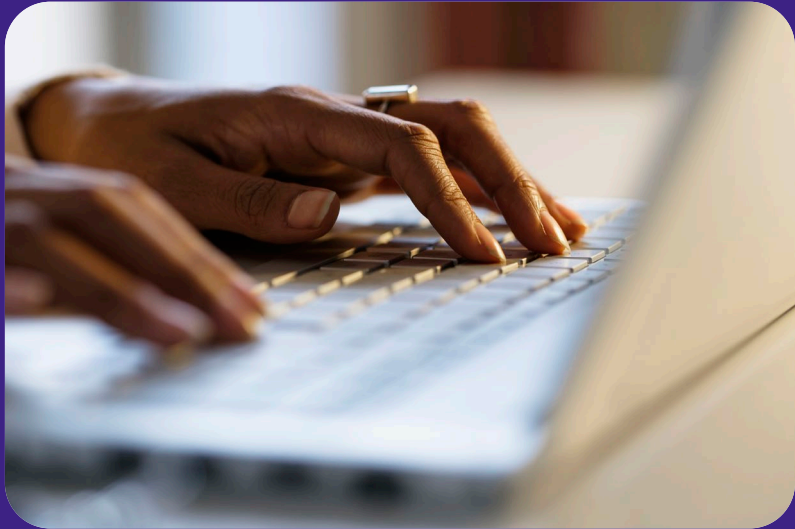
Demo of Web App and Report

Questions

- Please reach out to us at QATA@acgov.org