



ALCOHOL, DRUG & MENTAL HEALTH SERVICES  
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November 27, 2017

To: CBO Providers of Mental Health Services  
Executive Directors and Quality Assurance Leads

From: BHCS Quality Assurance Office

RE: Closing Episodes with No Activity/Service >90 days

Within the next week, each contracted provider of mental health services will be receiving the *BHCS 119 Special – Absence of Service Report* which will list all client episodes currently open to each contracted provider. To obtain the report, log onto your INSYST printer queue and follow the standard report print procedures.

**Actions contractors need to take:**

- **Close all episodes that have not had any activity for more than ninety (90) days (e.g. No services provided to the client and/or no activity in INSYST)**
  - An exception would be that there is a documented clinical reason in the medical record which indicates the timeframe in which the episode will be closed if the client does not return for services. For example: *“Client is in need of quarterly medication management visits to maintain their current level of functioning. If the client is not seen within 6 months, the episode will be closed.”* In this exception, the maximum duration that an episode be left open without any service or activity is six (6) months and must be documented as stated above.
- **Close episodes as of last service date**
- **Close episodes using an ICD-10 code**  
See the Provider Website: [Audit Notices, Reports and Tools](#) for the most current Medi-Cal Included Diagnosis Lists and Crosswalks from DSM-IV/ICD-9 to DSM-5/ICD-10.

**Please complete the above actions by January 15, 2018.**

*All episodes that remain open should include an ICD-10 code. On an ongoing basis, contracted providers are required to close episodes that have not had any activity for more than ninety (90) days (with the exception of a documented*



*clinical reason in the medical record with an expected closure date not greater than sixty (60) days if the client does not return for services).*

Questions regarding this memo can be directed to your BHCS Quality Assurance Technical Assistance contact:

<b>CBO's by Parent Agency Name, or County Clinic by Program Name</b>	<b>QA Technical Support Staff Member</b>
All CBO's: A-I	Cheryl Narvaez, LCSW <a href="mailto:Cheryl.Narvaez@ACgov.org">Cheryl.Narvaez@ACgov.org</a>
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