



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
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To: All ACBHCS Providers

From: Quality Management Director's Office

RE: Fiscal Year 2016-17 CA Department of Health Care Services (DHCS) of Alameda County Medi-Cal Specialty Mental Health Services (MHS) Triennial Review – Preliminary Results

BHCS Quality Management is pleased to report the preliminary results of the January 23-26, 2017 site review which consisted of a Chart Review of MHS services provided to 10 adult beneficiaries and 10 child beneficiaries for the 3-month audit period of October through December 2015; and, a systems review of BHCS's compliance to the Mental Health Plan (MHP) contract, State and Federal regulations.

The preliminary results of the audited charts are as follows:

- Overall claims compliance for all audited charts: 84%
- A total of 675 MHS claims were reviewed, 567 MHS claims of which were 100% compliant
- A total of 33 Client Charts were audited
- 24 (73%) Client Charts were CBO charts
- 9 (27%) Client Charts were County clinic charts
- Program and Services represented include:
 - 25 Outpatient Mental Health
 - 4 Psychiatric Emergency
 - 2 Day Treatment Intensive
 - 1 Day Rehabilitation

DHCS reviewers expressed that there was evidence of significant improvement throughout BHCS's mental health system as compared to the 2014 triennial review. BHCS claims compliance in 2014 was approximately 55%. We recognize that this improvement is the result of our CBO and county staff commitment, hard work and shared values of delivering high quality culturally responsive client care. As a system, we have much to be proud of. Congratulations and Kudos to all.

Finally, we look forward to working with all providers to continue to improve our mental health system as we implement the final recommendations of the DHCS Final Report of the review in approximately 6-months.

Thank you,

Quality Management Director's Office

