

Memorandum

To: All ACBH Contracted Providers

From: ACBH Administration

Date: June 28, 2019

Subject: **Notice of Adverse Benefit Determination (NOABD) for Medi-Cal Beneficiaries Policy, Procedure, Training, and Templates**

Effective Immediately

ACBH Administration would like to present the [NOABD policy](#) to all Behavioral Health Plan (BHP) Medi-Cal programs. This policy replaces the former Notices of Action for Medi-Cal Beneficiaries and will bring our BHP into compliance with the CMS Final Rule federal grievance and appeal system requirements per [MHSUDS Information Notice No. 18-010E](#).

ACBH, including contracted agencies, are required to issue the appropriate NOABD template in a timely and complete manner for adverse benefit determinations rendered to Medi-Cal beneficiaries. Contractors are required to submit copies of issued NOABDs to the ACBH Quality Assurance (QA) Office.

The criteria for determining issuance as well as the process of issuing and reporting NOABDs will be further demonstrated and explained in the following training sessions: [Training Flyer](#)

Adult SMHS: Master Contract; FFS CBO's; FSP Tx Providers	SUD Tx Providers	Children's Tx Providers and SUD & MH Access Pts.
July 12th, 2019 9:30am-11:30am	July 15th, 2019 1:00pm-3:00pm	July 24th, 2019 9:30am-11:30am
August 30th, 2019 1:00pm-3:00pm	August 8th, 2019 9:30am-11:30am	August 22nd, 2019 1:00pm-3:00pm



Training sessions are separated by provider service types and NOABD issuance obligations: **Adult Service Providers**; **Children Provider & Service Access Points**; & **SUD**. If you are not sure which training your QA and/or Training coordinator should attend, please contact QAOffice@acgov.org.

Technical Assistance is available- see [QA Technical Assistance Contacts](#)

Register for trainings [here](#)

